



Government of Zambia
Ministry of Commerce, Trade and Industry
National Trade Facilitation Committee



ZAMBIA 'Time Release Study +' Final Report

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In partnership with:



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Photo information

All pictures are sourced from staff at KGH Border Services and Google Earth.

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List of Abbreviations

Abbreviation	Term
ASYCUDA	Automated System for Customs Data
ASW	ASYCUDAWorld
BCP	Border Crossing Point
CACP	Customs Accredited Clients Program
CBRA	Cross Border Regulatory Agency
CIS	Check in Stations
CPC	Central Processing Centre
D/d	Day(s)
DG	Director General
H/h	Hour(s)
KKIA	Kenneth Kaunda International Airport
KPI	Key Performance Indicator
LCPO	License, Certificate, Permit, Other
M/m	Minute(s)
NAILEC	National Livestock Epidemiology and Information Centre
NTFC	National Trade Facilitation Committee
PQPS	Plant Quarantine and Phytosanitary Service
RIB	Removal in Bond
RIT	Removal in Transit
SCCI	Seed Control and Certification Institute
SLA	Service Level Agreement
TRS+	Time Release Study 'Plus'
UCR	Unique Consignment Reference Number
WCO	World Customs Organization
WG	Working Group
ZCSA	Zambia Compulsory Standards Agency
ZEMA	Zambia Environmental Management Agency
ZRA	Zambia Revenue Authority
ZAMRA	Zambia Medicines Regulatory Authority

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Key terms used in this report

Below are the key terms that are used in this report.

Term	Description
Application (LCPO)	The time at which and application for an LCPO is made.
Arrive at gate	When the vehicle arrives at the border gate.
Central Processing Centers (CPC)	Documentary controls and declaration clearance using ASYCUDAWorld is done at regional Central Processing Centers. Victoria Falls/Livingstone and Kazungula fall under the Livingstone CPC and Kenneth Kaunda International Airport is a CPC.
Channel(s)	<p>ASYCUDAWorld allows declarations to be channeled based on risk. The channels used are:</p> <ul style="list-style-type: none"> • Green: low risk and can be released on arrival. Declarations are re-routed to green channel as the last stage in Customs clearance prior to release • Yellow: declaration to undergo documentary control • Red: goods to undergo physical control, i.e. a physical inspection • Blue: fiscal channel, for example deferred duties subject to post-clearance audit
Clearance	The accomplishment of the Customs formalities necessary to allow goods to enter home use, to be exported or to be placed under another Customs procedure;
Collection (LCPO)	The time at which an approved LCPO is collected or received by the applicant.
Declaration registered	When the declaration is submitted by the trader and registered by Customs in ASYCUDAWorld.
Epayment	Payment of duties and taxes by electronic transfer.
Exit gate/gate out	When the vehicle passes the border area exit gate.
Ground handler	Responsible for removal of the goods from the aircraft and transfer initially to the ground handler's warehouse.
Inspection act	The report filed in ASYCUDAWorld by the inspector following a physical inspection.
Manual exit	A process at Kenneth Kaunda International Airport where the goods are passed to the trader/driver by the ZRA officer in the warehouse transit shed who acquits the goods against the ZRA warehouse register. For manual exit a release order is required.

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Pay at border	Payment of duties and taxes at the border.
Physical inspection	An inspection of the goods by ZRA or CBRA officers.
Print release order	When the release order is printed. The release order is a document given to the agent, driver or trader as evidence that the goods have been released.
Query	Where an issue is identified in a documentary control or physical control which requires additional information or follow-up. To resolve the issue a query is issued to the trader/agent.
Release	The action by the Customs to permit goods undergoing clearance to be placed at the disposal of the persons concerned
Removal in Bond	Goods transiting from the border to an inland station for release.
Removal in Transit	Goods transiting through Zambia to a third-country
Scanner	A scanner x-rays the vehicle and load.
Validate and assess	Once the declaration is registered it is validated and the duties assessed. At the same time ASYCUDAWorld allocates a channel based on a risk assessment.

Table 1 - Key terms used in this report

Introduction

This final report contains the findings and recommendations from the Zambia Time Release Study ‘Plus’ using data collected at Victoria Falls, Kazungula and Kenneth Kaunda International Airport from 10 February 2020 to 16 February 2020 and at Cross Border Regulatory Agencies from 10 February 2020 to 14 February 2020 (with an additional one working week for certain agencies).

The report is based on the data entered into the World Customs Organization Time Release Study Software.

A Time Release Study ‘Plus’ is a valuable tool in providing insights into how the time and costs for exporting and importing can be reduced as well as into how resources for Zambian border agencies can be deployed in the most effective way possible.

The Zambia Time Release Study ‘Plus’ is based on the World Customs Organization’s Time Release Study Methodology. In addition to examining the time for clearance and release at three border crossing points, the Time Release Study ‘Plus’ has also analyzed the time taken for traders to apply for and receive the licenses, certificates or permits required for import, export and transit.

This report contains a quantitative analysis using the data captured during the Time Release Study ‘Plus’ as well as a qualitative analysis based on the observations made during the execution of the Time Release Study ‘Plus’ and using international standards and best practices. International standards and best practices include the World Customs Organization (WCO) International Convention on the Simplification and Harmonization of Customs Procedures (the Revised Kyoto Convention), the WCO SAFE Framework of Standards, the WCO Risk Management Compendium, the World Trade Organization Trade Facilitation Agreement, and the World Bank Border Modernization Handbook.

The Time Release Study ‘Plus’ provides a baseline to measure the benefits of reforms. As such it is important that further Time Release Studies are undertaken periodically. The capacity building elements build into this Time Release Study ‘Plus’ can assist Zambia in undertaking future studies.

The Zambia Time Release ‘Plus’ study involved a large number of stakeholders from both the public and private sectors. This included not only Zambia Revenue Authority officers at the borders, but also staff and officers at the Cross Border Regulatory Agencies within the scope of the study who contributed by collecting data and providing insights. The National Trade Facilitation Committee Secretariat was also critical to the success of the Time Release Study ‘Plus’ by providing valuable insights and support.

The Zambia Time Release Study ‘Plus’ provides the basis for the implementation of further trade facilitation reforms in Zambia that will be an important part of Zambia’s continued economic development.

Impact of COVID-19

The preparation of this report was affected by the travel restrictions imposed associated with COVID-19. This meant that face-to-face meetings to follow-up on the data collected were not able to take place. Instead, consultation was conducted remotely. Data and initial findings were sent to all Cross Border Regulatory Agencies with the offer to follow-up on the results via online meetings. At present, only one agency has provided feedback. A series of questions were sent to ZRA in order to gather better insight into the data collected.

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Executive Summary

Executive Summary

The Zambia Time Release Study ‘Plus’ (TRS+) measured the time taken for goods to complete processes for import, export, and transit at three border crossing points (BCP). To provide a more complete picture of the time taken to comply with all regulatory requirements, the TRS+ also measured the time for businesses to apply for and receive licenses, certificates and permits (LCPO) from cross border regulatory agencies (CBRA).

For this study, the BCPs in scope were:

- Kazungula
- Kenneth Kaunda International Airport, and
- Victoria Falls/Livingstone

For the CBRA LCPO processes, the agencies and LCPOs in scope for the study were:

- Zambia Compulsory Standards Agency (ZCSA) - Pre-import Quality Certificate
- Ministry of Agriculture Seed Control and Certification Institute (SCCI) - Seed Import Permit
- Ministry of Agriculture Plant Quarantine and Phytosanitary Service (PQPS) - Plant Import Permit
- Ministry of Agriculture Agribusiness and Marketing - Health Clearance Certificate
- Zambia Medicines Regulatory Authority - Commercial Import Permit
- Ministry of Health - Health Clearance Certificate
- Ministry of Fisheries and Livestock Department of Fisheries and Livestock Marketing - import or export permit
- Ministry of Fisheries and Livestock National Livestock Epidemiology & Information Centre (NALEIC) –Import and Export Permit
- Zambia Environmental Management Agency – Import Permit

TRS+ data collection at BCPs was conducted from Monday, 10 February 2020 to Sunday, 16 February 2020. For CBRAs data collection took place for one working week from 10-14 February 2020¹. For two agencies - ZAMRA and the Ministry of Fisheries and Livestock – data collection ran for eight and ten days respectively based on requests from the agencies.

In developing the analysis for this report, a future vision for how border processes can operate was used. This vision is based on international standards and best practice and is designed to provide a long-term framework for how the trade facilitation recommendations in this report can be viewed.



Figure 1 - Vision of a future border

¹ See Annex 5.1 ‘For complete information on the data collected at BCPs and data entered into WCO TRS Software

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Imports

The table below contains weighted averages for elements of the import process. This includes elements that are heavily influenced by agent and trader behavior (e.g. payment of duties and from re-route to green channel to print release order) as well as those influenced by ZRA.

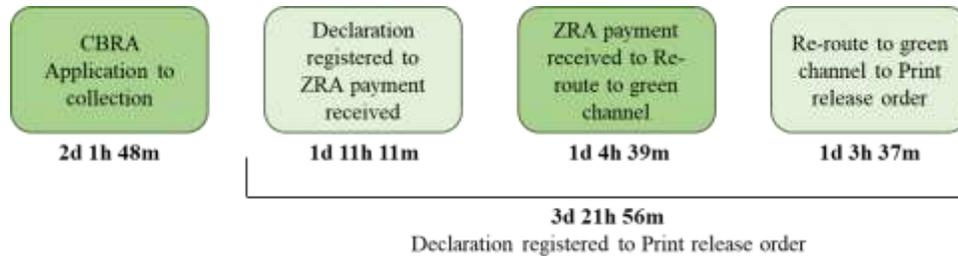


Figure 2 - Weighted averages for elements at import: CBRA and border

Weighted Average	
Declaration registered to Print release order	Arrive at gate to Print release order
2d 15h 21m	2d 13h 40m

Table 2 - Weighted average times Victoria Falls and Kazungula (comparable measures)

The table above shows the weighted average time for different start and end processes at Kazungula and Victoria Falls/Livingstone². ‘Print release order’ is used as a comparable end time as:

- At Kazungula a significant proportion of trucks exit the border area and park outside prior to release; and,
- At Victoria Falls/Livingstone, trucks that pass-through Victoria Falls but are released in Livingstone park at privately owned parking stations and so have no comparable ‘gate out’ time.

Average and median times for imports are heavily influenced by the lack of a risk management approach, both for ZRA and CBRAs. Data entered into WCO TRS Software showed that 75% of import declarations were initially channeled yellow, 20% red and less than 5% were green channel. Declarations are channeled yellow primarily for the purpose of valuation checks. Data provided by ZRA showed that in Q1 2020 two-thirds of import declarations were sent to yellow channel³. ZRA has targets only for yellow and red channeling of declarations (95% and 5% respectively) There were few enquiries arising from the yellow and red channel declarations (9% for yellow and 0.9% for red) which highlights the potential, with adequate risk management, to channel declarations to green channel at initial selectivity and reduce times for clearance and release. ZRA staff at the borders have a low-level of trust in the risk management system which results in excessive document checking. CBRAs undertake little

² KKIA has been excluded as these processes are not readily comparable with the two land border crossings. These processes are comparable between the two land borders at Victoria Falls and Kazungula.

³ Based on 2020 First Quarter Channel Analysis from ZRA, 62.48% if declarations were yellow channel

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Executive Summary

risk management in relation to goods at the border with 100% documentary checks and inspections regardless of the goods or the history of the trader.

Victoria Falls/Livingstone

At Victoria Falls/Livingstone, goods can be treated in three different ways: goods can be released at Victoria Falls when the vehicle arrives; the vehicle arrives at Victoria Falls and is registered and then proceeds to Livingstone where the vehicle parks in a private parking station and the goods are later released at Victoria Falls; or, the vehicle arrives at Victoria Falls and is registered and then proceeds to Livingstone where the vehicle parks in a private parking station and the goods are released at Livingstone⁴.

The decision as to which option is used is a combination of either a request by the agent and the need for physical inspection. Due to the space constraints at Victoria Falls, only limited inspections can be undertaken and detailed inspections or combined inspections with CBRAs are undertaken at Livingstone.

Based on the data entered into the WCO TRS Software, the tables below show the total time from the registration of declarations in ASYCUDAWorld and arrival at the gate at Victoria Falls to printing of the release order. Better risk management and an increase in declarations channeled green would enable most declarations to be cleared and released at Victoria Falls. Only those requiring physical inspections or where the control cannot be undertaken at Victoria Falls should be required to go to Livingstone. As all arriving trucks must undergo some form of processing at Victoria Falls and as arrival is controlled from the Zimbabwe side, this should not increase congestion at the border.

Release at Victoria Falls Declaration registered to Print release order		
%	minutes	h m d
10	273	0d 4h 33m
20	370	0d 6h 10m
30	370	0d 6h 10m
40	402	0d 6h 42m
50	760	0d 12h 40m
50	834	0d 13h 53m
60	1119	0d 18h 39m
70	1404	0d 23h 24m
80	1404	0d 23h 24m
90	1435	0d 23h 55m
100	1435	0d 23h 55m
Median time: 0d 12h 40m		

← average

Park in Livingstone but release at Victoria Falls Declaration registered to Print release order		
%	minutes	h m d
10	758	0d 12h 38m
20	1317	0d 21h 57m
30	1789	1d 5h 49m
40	4171	2d 21h 31m
50	5882	4d 2h 2m
56	7434	5d 3h 54m
60	13235	9d 4h 35m
70	13243	9d 4h 43m
80	13252	9d 4h 52m
90	13259	9d 4h 59m
100	13259	9d 4h 59m
Median time: 4d 2h 2m		

← average

Release in Livingstone Declaration registered to Print release order		
%	minutes	h m d
10	1399	0d 23h 19m
20	1492	1d 0h 52m
30	2589	1d 19h 9m
40	2906	2d 0h 26m
50	4639	3d 5h 19m
60	5693	3d 22h 53m
62	5897	4d 2h 17m
70	7304	5d 1h 44m
80	9039	6d 6h 39m
90	11242	7d 19h 22m
100	21487	14d 22h 7m
Median time: 3d 5h 19m		

← average

⁴ See also Annex 5.5 ‘Process maps’ and Figures 8 and 9

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Release at Victoria Falls Arrive at gate to Exit gate				Park at Livingstone but release at Victoria Falls Arrive at gate to Exit gate (Victoria Falls)				Release at Livingstone Arrive at gate to Exit gate (Victoria Falls)											
%	minutes	h	m	d		%	minutes	h	m	d		%	minutes	h	m	d			
10	4	0d	0h	4m		10	3	0d	0h	3m		10	4	0d	0h	4m			
20	4	0d	0h	4m		20	7	0d	0h	7m		20	5	0d	0h	5m			
30	7	0d	0h	7m		30	12	0d	0h	12m		30	7	0d	0h	7m			
40	8	0d	0h	8m		40	12	0d	0h	12m		40	9	0d	0h	9m			
50	9	0d	0h	9m		50	19	0d	0h	19m		50	11	0d	0h	11m			
60	22	0d	0h	22m		59	28	0d	0h	27m	← average	60	17	0d	0h	17m			
69	41	0d	0h	41m	← average	60	33	0d	0h	33m		68	23	0d	0h	23m	← average		
70	51	0d	0h	51m		70	37	0d	0h	37m		70	26	0d	0h	26m			
80	64	0d	1h	3m		80	55	0d	0h	55m		80	29	0d	0h	29m			
90	120	0d	2h	0m		90	62	0d	1h	2m		90	35	0d	0h	35m			
100	223	0d	3h	43m		100	76	0d	1h	16m		100	365	0d	6h	5m			
Median time: 0d 0h 9m								Median time: 0d 0h 19m								Median time: 0d 0h 11m			

Table 3 - Victoria Falls/Livingstone imports: Declaration registered and Arrive at gate to Print release order

At Victoria Falls/Livingstone, twenty Customs Accredited Clients Program (CACP, the ZRA Authorized Economic Operator program) declarations were captured in the data collected with an average time from registration of the declaration to printing the release order of 5d 12h 39m. There was no average time benefit for CACP clients. The observation was that CACP are treated the same way as other declarants when processed at the border. Without clear benefits in average processing times (and predictability) there is no benefit in joining or remaining a CACP client.

By channel, there were four green channel, seventy-six yellow channel, fifteen red channel, and fifty-one blue channel declarations entered into the WCO TRS Software. A high proportion of yellow channel declarations slows down the clearance process due to the high volume of checks required. With proper risk management there is the potential for many of these to initially be channeled green rather than yellow.

The introduction of the mandatory submission of declarations seven days prior to arrival at the border⁵ has meant that there is a proportion of declarations that have been cleared prior to arrival at the gate. From the data in the WCO TRS Software, approximately 33% of declarations were cleared prior to arrival with an average time from ‘clear declaration’ to ‘arrive at gate’ of 17 hours and 12 minutes. Sixty-seven percent of declarations were cleared after arrival at the gate with an average time from ‘arrive at gate’ to ‘clear declaration’ of 16 hours and 56 minutes.

Based on the HS code, ASYCUDAWorld automatically routes to ZCSA those declarations requiring a ZCSA LCPO. ZCSA reviews and then releases the declaration. Declarations are automatically re-routed to continue ZRA processing after twenty-four hours. ZCSA can also block declarations if more than twenty-four hours is required to review the declaration. Based on the data entered into the WCO TRS Software, of those routed to ZCSA, the average time from when the declaration was routed to ZCSA to when it was re-routed to blue channel at the end of the ZCSA process was 12 hours and 43 minutes. Of those entered into the WCO TRS Software, 45 % were blocked by ZCSA.

⁵ In January 2020 ZRA introduced mandatory pre-declaration seven days prior to arrival at the border

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Inspection act sent to supervisor to Clear declaration		
%	minutes	h m d
10	37	0d 0h 37m
20	148	0d 2h 28m
30	204	0d 3h 24m
40	262	0d 4h 22m
50	302	0d 5h 2m
60	343	0d 5h 43m
62	912	0d 15h 11m ← average
70	1053	0d 17h 33m
80	2274	1d 13h 54m
90	2973	2d 1h 33m
100	2973	2d 1h 33m
Median time: 0d 5h 2m		

Table 4 - Victoria Falls/Livingstone imports: physical inspections

Once physical inspections are completed, the inspection act is sent to the Inspector's supervisor at the border who then forwards the inspection act to the CPC where it is cleared and re-routed to green channel. Based on the data entered into the WCO TRS Software for Victoria Falls/Livingstone, the time for this entire process from when the inspection act was sent to the Inspector's supervisor until the declaration was cleared was 15 hours and 11 minutes and there were no queries captured in the data entered. The longest average time for sub-processes was from when the inspection act was sent to the CPC until the declaration was cleared. During this time goods are held at the border. By releasing goods at the border where there are no issues arising from the physical inspection would speed up the movement of goods at the border and avoid in many cases the need to send the inspection act to the CPC. This would also align with Revised Kyoto Convention Standard 3.40 where goods should be released as soon as possible after inspection if there are no outstanding issues. At the CPC, the Examiner should be able to clear declarations once any queries or issues are resolved and not require clearance from the Chief Examiner.

Forty-one CBRA actions were captured at the Victoria Falls border crossing. The median time was 12 hour and 1 minutes from the declaration was routed to CBRA until released by CBRA.

Based on the data entered into the WCO TRS Software for Victoria Falls/Livingstone, it took an average time of 1d 14h 48m for the printing of the release order after the declaration was re-routed to green channel from yellow or red channel. For those that were released at Livingstone it took an average of 2d 10h 47m from when goods exited the border at Victoria Falls until printing the release order. For those parked at Livingstone and released at Victoria Falls, it took an average time 1d 21h 43m to print the release order after exiting the border at Victoria Falls. The times for printing the release order after re-routing to green are generally the result of decisions made by agents.

Kazungula

When the data collection was undertaken, movement of vehicles at Kazungula was heavily regulated by the arrival of the pontoon. During the study, there was often only one pontoon operating and occasionally no pontoon in operation. Once vehicles drive off the pontoon, they arrive at the entrance gate

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and receive a gate pass⁶. Due to limited parking space and queuing space for the scanner, most trucks pass through the exit gate without having been released and park outside the Customs area. From the data entered into the WCO TRS Software for Kazungula, only 12% of vehicles parked inside the Customs area and the remainder passed through the border and exited and parked outside without being released.

Declaration registered to Print release order			Arrive at gate to Print release order			Arrive at gate to Exit gate		
%	minutes	h m d	%	minutes	h m d	%	minutes	h m d
10	1420	0d 23h 40m	10	205	0d 3h 25m	10	10	0d 0h 10m
20	1691	1d 4h 11m	20	308	0d 5h 8m	20	26	0d 0h 26m
30	1900	1d 7h 40m	30	1103	0d 18h 23m	30	43	0d 0h 43m
40	2818	1d 22h 58m	40	1294	0d 21h 34m	40	94	0d 1h 34m
50	2920	2d 0h 40m	50	1562	1d 2h 2m	50	145	0d 2h 25m
60	4127	2d 20h 47m	60	2594	1d 19h 14m	60	287	0d 4h 47m
70	5277	3d 15h 57m	66	3608	2d 12h 8m ← average	70	429	0d 7h 9m
70	4952	3d 10h 32m ← average	70	5484	3d 19h 24m	80	479	0d 7h 58m ← average
80	5796	4d 0h 36m	80	6983	4d 20h 23m	80	1098	0d 18h 17m
90	10211	7d 2h 11m	90	9869	6d 20h 29m	90	1766	1d 5h 26m
100	45984	31d 22h 24m	100	13055	9d 1h 35m	100	1766	1d 5h 26m
Median time: 2d 0h 40m			Median time: 1d 2h 2m			Median time: 0d 2h 25m		

Table 5 - Kazungula imports: Measurements of start and end processes

Based on the data entered into the WCO TRS Software for Kazungula, CACP clients have no advantage in average time.

Of the declaration data available, only three green channel were entered for the measurement ‘Declaration registered’ to ‘Print release order’. The median time for these three (7d 8h 31m) was longer than for the one-hundred-ten yellow (2d 0h 59m). The twenty red channel declarations took a median of 4d 12h 48m and twenty-one blue channel took a median of 7d 22h 3m.

With the introduction of mandatory pre-clearance, thirty-nine percent of declarations were cleared prior to arrival at the gate which, as noted above, means a significant proportion are arriving still channeled yellow. For the data entered into the WCO TRS Software for Kazungula, eight-eight percent of declarations were registered before the vehicle arrived at the gate with an average time from ‘declaration registered’ to ‘arrive at gate’ of 2d 5h 51m, which is inside the current seven-day mandatory pre-declaration.

⁶ See Annex 5.5 ‘Process maps’ and Figure 11

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Arrive at gate to Scan start			Clear declaration before Scan starts		
%	minutes	h m d	%	minutes	h m d
10	6	0d 0h 6m	0	736	0d 12h 15m ← average
20	8	0d 0h 8m	10	68	0d 1h 8m
30	10	0d 0h 10m	20	68	0d 1h 8m
40	23	0d 0h 23m	30	396	0d 6h 36m
50	25	0d 0h 25m	40	396	0d 6h 36m
60	75	0d 1h 15m	50	760	0d 12h 39m
70	78	0d 1h 18m	60	1123	0d 18h 43m
80	83	0d 1h 23m	70	1123	0d 18h 43m
82	183	0d 3h 2m ← average	80	1355	0d 22h 35m
90	255	0d 4h 15m	90	1355	0d 22h 35m
100	1445	1d 0h 5m	100	1355	0d 22h 35m
Median time: 0d 0h 25m			Median time: 0d 12h 39m		

Table 6 - Kazungula imports: Arrive at gate to Scan starts and Clear declaration to Scan starts

Once vehicles arrive at the gate they are assessed as to whether scanning is required. The decision to scan is based mainly on whether trucks are covered or containers and is done to ensure all goods are declared and the correct type of goods are declared. The decision to scan should be based on risk or by the Supervisor at the border with a requirement that the selection be justified.

Once completed, the scanning result is recorded in the stand-alone system that supports the scanner (called CIS – Check in Station) and a document printed, stamped and given to the driver. This results in queueing at the scanner, particularly if there are staff shortages. Any follow-up inspections must be managed either by Customs staff at the scanner or be communicated manually to Inspectors.

As noted earlier, trucks can pass through the border and park outside without have being cleared or released. As a result, some trucks must re-enter the border area for scanning. This also results in a number of trucks being cleared – but not released – before scanning (see Table 5).

Twenty-six physical inspections were entered into the WCO TRS Software for Kazungula. Once the inspection is completed, the Inspector sends the inspection act to her or his supervisor. The average time for sending an inspection act from the Inspector to the Supervisor was 1 hour 26 minutes. It took an average time of 0d 2h 8m for the Supervisor to forward the inspection act to the CPC. There were four queries captured in the data entered for Kazungula and the average time took 4 days 4 hours and 58 minutes from when the inspection act was sent to the CPC until the query was resolved. Goods are held at the border during this process and in order to speed up the process, and where there are no issues arising from the physical inspection, the Inspector at the border should be able to release the goods. At the CPC, the Examiner should be able to clear the declaration once any queries or issues are resolved without having to have the Chief Examiner clear the declaration.

Data from twenty-nine CBRAs at the border has been entered in the WCO TRS Software for Kazungula (ZCSA). They took an average of 1d 6h 23m to complete the process from presenting documents to release.

For those vehicles that remain inside the border area, it takes an average time of 0d 7h 48m from when the release order is printed to when the vehicle departs the border. The study collected gate exit times only for those vehicles with a release order and twenty-eight of these are currently entered into the WCO TRS Software. This approach was the most effective way of capturing those vehicles exiting

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the border without a release order as the time the release order was printed was captured for all declarations. The times for the final steps of printing the release order and exiting the border (for those parked in the Customs area) are decisions generally in the hands of agents and drivers respectively.

Kenneth Kaunda International Airport

Declaration registered to Manual exit				Aircraft arrives to Manual exit		
%	minutes	h m d		%	minutes	h m d
10	363	0d 6h 3m		10	3021	2d 2h 21m
20	1584	1d 2h 24m		20	3183	2d 5h 3m
30	2755	1d 21h 55m		30	4366	3d 0h 46m
40	2937	2d 0h 57m		40	4372	3d 0h 51m
50	3514	2d 10h 34m		50	4454	3d 2h 14m
50	3617	2d 12h 17m	← average	60	5486	3d 19h 25m
60	4318	2d 23h 58m		60	5741	3d 23h 41m
70	4408	3d 1h 28m		70	6992	4d 20h 32m
80	4795	3d 7h 55m		80	8332	5d 18h 52m
90	7379	5d 2h 59m		90	11337	7d 20h 57m
100	8847	6d 3h 27m		100	11389	7d 21h 49m
Median time: 2d 10h 34m				Median time: 3d 2h 14m		

Table 7 - KKIA imports: Declaration registered to Manual exit and Aircraft arrives to Manual exit

The tables above show average and median times for when the declaration is registered and the aircraft arrives until manual exit from the airport in ASYCUDAWorld. Manual exit is the final step in the process before traders take possession of the goods and the tables above show the total time from when both the declaration is registered and the aircraft arrives⁷.

There are a number of manual processes at the airport, including the use of ledgers at transit sheds to note and acquit the manifest on arrival and departure. Processes at the airport also put agents firmly in control of the clearance and release process as they decide when different activities occur.

There was no time advantage for CACP clients for which there is data in the WCO TRS Software for KKIA. CACP clients took an average of 2d 21h 39m from registration of the declarations to manual exit and an average of 3d 7h 14m from arrival of the aircraft until manual exit.

There were twenty-four green channel declarations in the data entered to date in the WCO TRS Software for KKIA and the median time for these was 4 days 2 hours 32 min. Seventy-four red channel declaration took 3d 19h 44m from 'Declaration registered to 'Print release order'. Yellow channel declarations took an average of 1d 21 6m from 'Declaration registered to 'Print release order' and the median time for the 38 blue channel declarations was 1 day 22 hours 48 min

⁷ See also Annex 5.5 'Process maps' and Figure 13

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Declaration registered to Aircraft arrives			Aircraft arrives to Declaration registered		
%	minutes	h m d	%	minutes	h m d
10	108	0d 1h 47m	0	5014	3d 11h 34m ← average
20	568	0d 9h 28m	10	48	0d 0h 48m
30	1123	0d 18h 43m	20	1339	0d 22h 19m
40	2159	1d 11h 59m	30	2699	1d 20h 59m
50	3044	2d 2h 44m	40	3309	2d 7h 9m
60	3115	2d 3h 55m	50	3454	2d 9h 34m
70	3620	2d 12h 19m	60	4061	2d 19h 41m
80	7785	5d 9h 45m	70	5771	4d 0h 11m
80	4874	3d 9h 14m ← average	80	5986	4d 3h 46m
90	16476	11d 10h 36m	90	8400	5d 20h 0m
100	21469	14d 21h 49m	100	41856	29d 1h 36m
Median time: 2d 2h 44m			Median time: 2d 9h 34m		

Table 8 – KKIA imports: Declaration submission and aircraft arrival⁸

Despite the introduction of mandatory pre-arrival declarations, there was a significant proportion of declarations being submitted after the aircraft arrives (89 %). Agents legally have five days to lodge a declaration after the arrival of the goods by aircraft. Additionally, as many decisions about air freight are often taken within a day (or a few days) of departure from the port of origin, air freight can have difficulty in meeting the mandatory seven-day pre-declaration period. Reviewing the seven day requirement in line with the WCO SAFE Framework of Standards which, for air traffic, specifies advance declarations no more four hours before arrival at the first port in the country of destination for long haul and at ‘wheels up’ for short haul, will help to better align with international standards. The legal ambiguity over the five days to declare goods also needs to be addressed.

There were seventy-seven ZRA physical inspections captured in the data entered in the WCO TRS Software taking an average 0d 0h 24m from when the physical inspection act was sent by the Inspector to the supervisor and a further 1d 17h 22m from when it was sent to the CPC until the declaration was cleared. The median time was 9 hours 34 minutes. The average was heavily influenced by a query that took 21 days to resolve.

⁸ Please see the section ‘Interpreting the data in this report’ to understand anomalies in average times and data entered into the WCO TRS Software.

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Re-route to green channel to Print release order			Print release order to Manual exit		
%	minutes	h m d	%	minutes	h m d
10	93	0d 1h 33m	10	26	0d 0h 26m
20	194	0d 3h 14m	20	114	0d 1h 54m
30	538	0d 8h 58m	30	294	0d 4h 54m
40	812	0d 13h 32m	40	323	0d 5h 23m
50	927	0d 15h 27m	50	836	0d 13h 55m
60	992	0d 16h 32m	57	1262	0d 21h 2m ← average
70	1065	0d 17h 45m	60	1467	1d 0h 27m
80	1304	0d 21h 44m	70	1541	1d 1h 41m
89	1489	1d 0h 49m ← average	80	1577	1d 2h 17m
90	2897	2d 0h 17m	90	2969	2d 1h 29m
100	16211	11d 6h 11m	100	5875	4d 1h 55m
Median time: 0d 15h 27m			Median time: 0d 13h 55m		

Table 9 - KKIA: Re-route to green channel to Print release order and Print release order to Manual exit

Once the declaration has been re-routed to green channel, it is largely in the hands of agents and traders as to how quickly goods leave the airport. Agents decide when go to the Customs office and have documents checked and stamped and the release order printed. The goods must then be acquitted against the manual ledger in the transit shed at the ground handler's warehouse and a manual exit note generated in ASYCUDAWorld. The process for manual exit is managed by traders when they decide to remove the goods. The need to move around the airport (a large area) to the different offices as well as the manual processes in place at the airport also contribute to the extended time for goods to depart the airport.

Exports

Victoria Falls

Exports at Victoria Falls can either be cleared in Livingstone, directly in Victoria Falls or at any other Customs office in Zambia. Of the two hundred forty-eight declarations entered in the WCO TRS Software one-hundred-thirty-five declarations were cleared in Livingstone, one-hundred-eleven at other locations and only two at Victoria Falls. About 20 % of all exports have to pay export duties.

There is an agreement with Zimbabwe that no exit gate pass can be issued on the Zambian side without an entry number from Zimbabwe, this is to avoid congestion.

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Declaration registered to Print release order			Declaration registered to Exit Border			Present documents at Customs Counter to Exit Border		
%	minutes	h m d	%	minutes	h m d	%	minutes	h m d
10	1088	0d 18h 8m	10	2606	1d 19h 26m	10	6	0d 0h 6m
20	1396	0d 23h 16m	20	3928	2d 17h 28m	20	12	0d 0h 12m
30	2672	1d 20h 32m	30	4391	3d 1h 11m	30	15	0d 0h 15m
40	3939	2d 17h 39m	40	5389	3d 17h 49m	40	19	0d 0h 19m
50	4610	3d 4h 49m	50	7205	5d 0h 5m	50	21	0d 0h 21m
60	5937	4d 2h 57m	60	9987	6d 22h 27m	60	25	0d 0h 25m
70	8630	5d 23h 50m	70	11705	8d 3h 5m	70	30	0d 0h 30m
74	9694	6d 17h 34m	72	12734	8d 20h 13m	80	40	0d 0h 40m
80	12950	8d 23h 50m	80	18853	13d 2h 13m	89	53	0d 0h 53m
90	21913	9d 4h 59m	90	25615	17 18h 55m	90	61	0d 1h 1m
100	151211	105d 0h 11min	100	65695	45d 14h 55min	100	2425	1d 16h 25min
Median time: 3d 4h 49m			Median time: 5d 0h 5m			Median time: 0d 0h 21m		
Average			Average			Average		

Table 10- Victoria Falls exports: Arrive at gate to Exit border and Declaration registered to Exit border

Almost all declarations are pre-cleared and the export process is done before the truck arrives to Victoria Falls. Normally there are no physical inspections at the border as space do not allow this. During the TRS only two physical examinations were entered in the WCO TRS Software. One took 4 minutes and the other 7 minutes.

From the data available in WCO TRS Software around 65 % of the declarations were submitted within the seven days mandatory period, with the median time of 5d 0h 5 min.

Kazungula

Exports at Kazungula are currently regulated by the availability of the pontoons. As a result of this, some trucks proceed through the gate immediately, while others park outside and enter the border post only while final formalities are undertaken (i.e. printing of the release order) before exiting the border in time to board a pontoon. During the data collection period there was often only one pontoon – and occasionally no pontoons – operating which impacted the flow and volumes of vehicles passing through the border.

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Declaration registered to Print release order			Declaration registered to Exit border			Arrive at gate to Exit border		
%	minutes	h m d	%	minutes	h m d	%	minutes	h m d
10	241	0d 4h 1m	10	24	0d 0h 24m	10	0	0d 0h 0m
20	1311	0d 21h 51m	20	1516	1d 1h 16m	20	0	0d 0h 0m
30	1508	1d 1h 8m	30	1565	1d 2h 5m	30	0	0d 0h 0m
40	4037	2d 19h 17m	40	1565	1d 2h 5m	40	0	0d 0h 0m
50	4234	2d 22h 33m	43	2238	1d 13h 18m ← average	50	0	0d 0h 0m
60	5442	3d 18h 42m	50	2322	1d 14h 42m	60	0	0d 0h 0m
70	7034	4d 21h 14m	60	2966	2d 1h 26m	70	0	0d 0h 0m
73	7140	4d 22h 59m ← average	70	2966	2d 1h 26m	80	251	0d 4h 11m
80	13055	9d 1h 35m	80	3081	2d 3h 21m	86	259	0d 4h 18m ← average
90	16313	11d 7h 53m	90	4192	2d 21h 52m	90	1560	1d 2h 0m
100	36226	25d 3h 46m	100	4192	2d 21h 52m	100	1560	1d 2h 0m
Median time: 2d 22h 33m			Median time: 1d 14h 42m			Median time: 0d 0h 0m		

Table 11 - Kazungula exports: Arrive at gate to Exit border and Declaration registered to Exit border

Declarations are generally submitted once the vehicle arrives at the border, but before entering the border area. This means the time that vehicles are in the border areas is often short. From the data currently available in the WCO TRS Software for Kazungula, most declarations were submitted within the seven-day mandatory period (median time of 2d 17h 53m).

Physical inspection starts to Physical inspection ends			Physical inspection ends to Physical inspection act sent to supervisor		
%	minutes	h m d	%	minutes	h m d
10	29	0d 0h 29m	10	0	0d 0h 0m
20	35	0d 0h 35m	20	0	0d 0h 0m
30	35	0d 0h 35m	30	0	0d 0h 0m
40	84	0d 1h 24m	40	1	0d 0h 1m
50	184	0d 3h 4m	50	9	0d 0h 9m
60	284	0d 4h 44m	60	17	0d 0h 17m
67	340	0d 5h 40m ← average	70	58	0d 0h 58m
70	353	0d 5h 53m	80	58	0d 0h 58m
80	353	0d 5h 53m	83	257	0d 4h 17m ← average
90	1256	0d 20h 56m	90	1467	1d 0h 27m
100	1256	0d 20h 56m	100	1467	1d 0h 27m
Median time: 0d 3h 4m			Median time: 0d 0h 9m		

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Inspection act sent to supervisor to Inspection act sent to CPC		
%	minutes	h m d
10	0	0d 0h 0m
20	0	0d 0h 0m
30	0	0d 0h 0m
40	144	0d 2h 24m
50	533	0d 8h 53m
60	922	0d 15h 22m
67	1267	0d 21h 7m ← average
70	2348	1d 15h 8m
80	2348	1d 15h 8m
90	4190	2d 21h 50m
100	4190	2d 21h 50m
Median time: 0d 8h 53m		

Inspection act sent to CPC to Clear declaration		
%	minutes	h m d
10	42	0d 0h 42m
20	42	0d 0h 42m
30	127	0d 2h 7m
40	127	0d 2h 7m
50	205	0d 3h 25m
60	283	0d 4h 43m
70	283	0d 4h 43m
75	326	0d 5h 25m ← average
80	850	0d 14h 10m
90	850	0d 14h 10m
100	850	0d 14h 10m
Median time: 0d 3h 25m		

Table 12 - Kazungula exports: ZRA physical inspection and inspection act reporting times

Although the averages cannot be added together (see ‘Interpreting the data in this report’), the tables above highlight the time taken for physical inspection acts to pass to the CPC and then be cleared based on the current processes. While action is being taken to remove the process requiring the physical inspection act to pass through the Supervisor in the future, the Inspector should be able to release the goods directly at the border unless there is a result from the inspection which requires follow-up. Time at the CPC can also be reduced by allowing the Examiner at the CPC to directly release goods once any queries or issues arising from the inspection are resolved and not be required to have the Chief Examiner clear the declaration.

Some physical inspections are carried out outside the gate where vehicles park waiting to enter. This area is extremely busy (with trucks for import and export mixing) and has limited security. This is likely to have an impact on the quality of inspections due to the restricted parking conditions and lack of facilities for adequate inspections. Some vehicles are sent to Livingstone for inspection to manage this issue.

The time from when the declaration is re-routed to green channel from yellow or red until the release order is printed took an average of 3d 6h 31m for exports at Kazungula. For those trucks parked inside the border area, it took an average of 0d 18h 49m from when the release order was printed until exiting the border. The decisions on obtaining the release order after re-routing to green and departure from the border are generally in the hands of agents and drivers.

Kenneth Kaunda International Airport

There are a number of manual processes at the airport, including the use of ledgers at transit sheds to note and acquit the manifest on arrival and departure. Processes at the airport also put agents firmly in control of the clearance and release process as they decide when different activities occur.

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Declaration registered to print release order		
%	minutes	h m d
10	92	0d 1h 32m
20	1018	0d 16h 58m
30	1301	0d 21h 41m
40	1334	0d 22h 14m
50	1426	0d 23h 46m
59	2507	1d 17h 47m
60	2551	1d 18 31m
70	2758	1d 21h 58m
80	4276	2d 23h 16m
90	5562	3d 20h 42m
100	15994	11d 2h 34m
Median time: 0d 23h 46m		

← average

Table 13 – Kenneth Kaunda Int Airport Export: Declaration registered to print release order.

Payment

Declaration registered to ZRA payment received		
%	minutes	h m d
10	36	0d h 36m
20	84	0d 1h 24m
30	113	0d 1h 53m
40	185	0d 3h 5m
50	255	0d 4h 15m
60	357	0d 5h 57m
62	963	0d 16h 2m
70	1219	0d 20h 19m
80	1344	0d 22h 24m
90	2146	1d 11h 46m
100	11036	7d 15h 56m
Median time: 0d 4h 15m		

← average

Table 14 – Kenneth Kaunda Int Airport Export: Declaration registered to ZRA payment received

The table above shows the time payment takes and in average the time could be reduced with almost 18 % if deferred payment was introduced.

Inbound Transit

Victoria Falls

Inbound transit follows same process as import and to get an exit gate pass from the Zimbabwe side a reference number to the transit declaration in Zambia must be provided. Transit is normally channeled yellow or red and cannot be channeled blue (94 % yellow and 6 % red). There are no scanning facilities available at the border and if selected for physical control this is normally done in Livingstone.

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Out of one hundred and sixty-seven inbound transit registered in the WCO TRS Software 56 % was inbound transit (RIB) and 44 % through transit (RIT).

Declaration registered to print T1		
%	minutes	h m d
10	1266	0d 21h 6m
20	1480	1d 0h 40m
30	2035	1d 9h 55m
40	2385	1d 15h 45m
50	2768	1d 22h 8m
60	3188	2d 5h 8m
70	5161	3d 14h 1m
80	5720	3d 23h 20m
85	6214	4d 7h 34m
90	8510	5d 21h 50m
100	64099	44d 12h 19min
Median time:		1d 22h 8m

Table 15 - Victoria Falls inbound transits - Declaration registered to Print T1

About 30 % of the inbound transit was registered before the arrival at the border all inside the seven-day period with an average of 3d 22h 21min before arrival.

Improved risk management should allow declarations to be channeled green and have shorter times at the border.

Kazungula

The arrival of inbound transit at Kazungula occurs in the same way as for imports: vehicles arrive and proceed through the exit gate before release or park in the Customs area. If needed some vehicles re-enter the border for scanning. Except for four declarations, all the inbound transit captured at Kazungula were through transit (Removal in Transit, RIT).

Declaration registered to Print T1		
%	minutes	h m d
10	1379	0d 22h 59m
20	1593	1d 2h 33m
30	2532	1d 18h 12m
40	2909	2d 0h 29m
50	3033	2d 2h 33m
60	4283	2d 23h 23m
62	4411	3d 1h 31m
70	5645	3d 22h 5m
80	5808	4d 0h 48m
90	8679	6d 0h 39m
100	15778	10d 22h 58m
Median time:		2d 2h 33m

← average

Table 16 - Kazungula inbound transits - Declaration registered to Print T1

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The twelve red channeled declarations took 3d 7h 31m from registration of the declaration until printing of the T1. Yellow channel declarations representing the remainder of declarations (sixty) entered into the WCO TRS Software to date took 2d 13h 18m for the same process. Improved risk management should allow declarations to be channeled green and have shorter times at the border.

Approximately 6 % of declarations were submitted after the vehicle arrived at the border entry gate. For the remaining 94 % the average time for submission were 2d 7 h 45 min before arriving at the gate. This again may point to difficulties that traders and industry have in complying with mandatory declarations of seven days. A review should be undertaken of the mandatory pre-declaration requirement in line with the WCO's SAFE Framework of Standards.

Declarations cleared before Scan starts		
%	minutes	h m d
0	1352	0d 22h 31m ← average
10	202	0d 3h 22m
20	640	0d 10h 40m
30	1036	0d 17h 16m
40	1078	0d 17h 57m
50	1248	0d 20h 47m
60	1436	0d 23h 56m
70	1628	1d 3h 7m
80	2048	1d 10h 7m
90	2645	1d 20h 5m
100	2966	2d 1h 26m
Median time: 0d 20h 47m		

Table 17 - Kazungula inbound transits: Declaration cleared before scan starts

The table above shows the average and median times for those vehicles that proceeded to scanning after passing the export entry gate. Approximately 40 % of declarations were cleared before the scanning started.

From the data available in the WCO TRS Software, it took a median of 0d 20h 9m from when the declaration is re-routed to green channel until the T1 is printed. This time is mainly dictated by agents.

Kenneth Kaunda International Airport

Inbound transit has a process that is similar to import, however for the twenty-two declarations entered in the WCO TRS Software there were only yellow (twenty-one) and red (one) channel declarations. The average time for the yellow declarations from declaration registered to print T1 was 3d 19h 14m. For the red one the time was more than 27 days mainly dependent on a long time to respond to the query (more than nineteen days).

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Declaration registered to Print T1		
%	minutes	h m d
10	1832	1d 6h 32m
20	2659	1d 20h 19m
30	4225	2d 22h 25m
40	4241	2d 22h 41m
50	4290	2d 23h 29m
60	4362	3d 0h 42m
70	5489	3d 19h 29m
80	5635	3d 21h 55m
82	6997	4d 20h 36m
90	12907	8d 23h 7m
100	38960	27d 1h 20m
Median time: 2d 23h 29m		

← average

Table 18 – Kenneth Kaunda Int Airport Inbound Transit: Declaration registered to print T1

The average time for an inbound transit was 4d 20h 36m and the median time 2d 23h 29 m.

Outbound Transit

Victoria Falls

Process for outbound transit is fairly simple and quick. When the truck arrives and the T1 is presented there is a check of the attached seal and if ok it is broken by customs before exiting to Zimbabwe. The T1 is finalized in ASYCUDA (which releases the bond for that transit). To get an exit gate pass the broker/driver must be able to provide a reference number to the declaration in Zimbabwe.

Present documents at Customs counter to exit border		
%	minutes	h m d
10	11	0d 0h 11m
20	13	0d 0h 13m
30	18	0d 0h 18m
40	22	0d 0h 22m
50	27	0d 0h 27m
60	33	0d 0h 33m
70	40	0d 0h 40m
80	51	0d 0h 51m
86	74	0d 1h 14m
90	86	0d 1h 26m
100	2773	1d 22h 13m
Median time: 0d 0h 27m		

← average

Table 19 – Victoria Falls, Outbound transit. Present documents at Customs counter to exit border

As shown above the average time spent at the border is just over one hour and the median time is 27 minutes. This reflects the simplicity in the exit process for transit at Victoria Falls.

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Kazungula

The process for outbound transit is fairly simple, however the actual time is heavily dependent on the service of the pontoons. The truck normally stays outside of the exit gate until he has been assigned a time on the pontoons. During this time the documents are presented at the counter and the process to verify the seals is initiated. When a time slot is available the driver passes through the entry gates to the fenced area and then drives through to the exit gate and further to the pontoon.

Acquit T1 to exit border			
%	minutes	h m d	
10	4025	2d 19h 5m	
20	4382	3d 1h 2m	
30	4639	3d 5h 19m	
40	5707	3d 23h 7m	
50	5928	4d 2h 48m	
56	6513	4d 12h 32m	← average
60	6885	4d 18 45m	
70	7370	5d 2h 50m	
80	8331	5d 18h 51m	
90	10147	7d 1h 7m	
100	13003	9d 0h 43m	
Median time: 4d 2h 48m			

Table 20 – Kazungula, Outbound Transit, Acquit T1 to exit border

As can be seen by the table above after the T1 is finalised there are in average 4d 2h 32m waiting time until the truck can drive on-board the pontoon and travel over to Botswana. This is highly dependent on the availability of the pontoons and during the week when we did collect the data there were serious issues with the pontoons and from time to time no pontoon at all was operational.

Kenneth Kaunda International Airport

There were no outbound transit declarations captured during the week when the TRS+ was done.

Certificates, Licenses and Permits

The weighted average from application to collection of an LCPO related to imports⁹ across all agencies was 2d 1h 48m. Four of the eight agencies took an average of more than three days for from when an application is made until the LCPO is collected.

For most of the CBRAs in scope, the actual processes¹⁰ of reviewing and initial approvals of LCPOs are relatively short. The reasons for the time taken for the processing of LCPOs are:

- The requirement in some agencies for sign-off and approval by multiple and often very senior executives who are not always available.
- The requirement for agents/traders to return to the agency to collect an approved LCPO. This is a consequence of the paper-based processes.

⁹ Import related LCPOs for all agencies other than Ministry of Health where transit was used as this was the only complete application to collection process

¹⁰ See Annex 5.5 ‘Process maps’

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- The need to move the paper-based applications between different parts of the agency.
- The inability in some agencies to delegate tasks when personnel are not available.

All agencies still rely on manual paper-based actions for some or all of the processes for issuing LCPOs. Investments will need to be made in fully-electronic environments, including for approval and distribution of LCPOs in order to take full advantage of a future single window environment.

Some agencies (e.g. ZAMRA and ZCSA) collect fees based on a percentage of the value of the shipment. This is against WTO rules and should be reviewed immediately.

Zambia Medicines Regulatory Agency

ZAMRA Commercial Import Permit Application to Collection (total time)	
Measure	Time
Average	4d 14h 33m
Shortest time	1d 2h 30m
Longest time	7d 22h 43m
Median	4d 22h 55m
Completed Applications	38

Table 21 - ZAMRA import permit application to collection

The table above shows the average, range, and median times from when an application is made to when it is collected. ZAMRA is an example of the time taken to get approvals from senior executives who may often be unavailable. The largest proportion of average time in the process was from when the application was sent to the Director General's office for final approval to when it returned to the ZAMRA Licensing Unit. (see table below).

ZAMRA Commercial Import Permit Application sent to DG to application returns to Licensing Unit	
Measure	Time
Average	1d 16h 0m
Shortest time	0d 1h 30m
Longest time	3d 17h 30m
Median	1d 18h 0m
Completed Applications	52

Table 22 - ZAMRA import permit time for DG approval

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Zambia Compulsory Standards Agency

Zambia Compulsory Standards Agency Import Application to Collection (total time)	
Measure	Time
Average	0d 6h 26m
Shortest time	0d 0h 34m
Longest time	1d 1h 19m
Median	0d 1h 47m
Completed Applications	5

Table 23 - ZCSA application to collection

During the data collection period, 50 % of the applications received completed the process until collection. This means the total average time is likely longer than presented in the table above.

The largest proportion of average time was spent from when proof of payment is provided until the applicant collects the approved certificate. The time for this process can be sped up by electronic applications and distribution of approved permits which removes the need for the applicant to return to the office.

Zambia Compulsory Standards Agency Import Notification of Payment to Collection	
Measure	Time
Average	0d 5h 36m
Shortest time	0d 0h 5m
Longest time	0d 23h 48m
Median	0d 1h 25m
Completed Applications	5

Table 24 - ZCSA: time from notification until collection of permit

Ministry of Fisheries and Livestock

Applications for import permits and certificates must pass through both the Department of Fisheries and Livestock Marketing and the National Livestock Epidemiology & Information Centre (NALEIC). There is no common tracking mechanism for applications that must pass through both the Department of Fisheries and Livestock Marketing and NALEIC and as a result the TRS+ tracked processes separately.

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Department of Fisheries and Livestock Marketing – Import permit

Department of Fisheries and Livestock Marketing Import Application to Collection (total time)	
Measure	Time
Average	3d 17h 4m
Shortest time	0d 2h 3m
Longest time	8d 3h 23m
Median	2d 12h 8m
Completed Applications	8

Table 25 - Department of Fisheries and Livestock Marketing import permit application to collection

Across the eight working days of the data collection, only 10 % of applications went from application to collection. This means the total average time from application to collection was longer than presented in the table above. The largest proportion of average time was taken from when applicant collects the application and takes it to NALEIC and when the applicant brings the application back from NALEIC (see table below).

Department of Fisheries and Livestock Marketing Import Collected for NALEIC processing to back from NALEIC	
Measure	Time
Average	2d 18h 34m
Shortest time	0d 1h 50m
Longest time	7d 23h 44m
Median	1d 3h 53m
Completed Applications	20

Table 26 - NALEC import permit: Collected for NALEIC processing to back from NALEIC

Department of Fisheries and Livestock Marketing – Export permit

Department of Fisheries and Livestock Marketing Export Application to Collection (total time)	
Measure	Time
Average	2d 7h 32m
Shortest time	1d 5h 55m
Longest time	4d 3h 48m
Median	2d 0h 16m
Completed Applications	9

Table 27 - Department of Fisheries and Livestock export permit application to collection

During the data collection period approximately 30 % of applications were finalized, which means the total average time from application to collection is longer than presented in the table above. The

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time from when the permit is finalized until collected takes the longest proportion of average time at 0d 17h 11m.

National Livestock Epidemiology & Information Centre

NALEIC Import Application to Collection (total time)	
Measure	Time
Average	1d 7h 29m
Shortest time	0d 0h 50m
Longest time	5d 22h 43m
Median	1d 0h 8m
Completed Applications	76

Table 28 - NALEIC import permit application to collection

Data collection at NALEIC took place from Monday 10 February to Wednesday 19 February 2020. During that time 76 % of applications were processed to completion. Only import permits were processed. The largest proportion of average time was from when the permit was approved until collected, 0d 20h 40m.

Ministry of Agriculture

Applicants who wishes import seed, for example, must pass through three agencies in order to get a valid permit for import: The Seed Control and Certification Institute (SCCI), Plant Quarantine and Phytosanitary Services (PQPS), and Agribusiness and Marketing. Both PQPS and Agribusiness and Marketing also handle other permits which were captured during the TRS+. Within the Ministry there is no common mechanism to track permits and no electronic communication between the different agencies. Applicants make manual applications and are required to travel both to apply for and collect approved permits.

Seed Control and Certification Institute

Seed Control and Certification Institute Import Application to Collection (total time)	
Measure	Time
Average	1d 0h 59m
Shortest time	0d 0h 15m
Longest time	4d 23h 20m
Median	0d 0h 47m
Completed Applications	38

Table 29 - SCCI import permit application to collection

The longest proportion of average time for SCCI was from when the application was approved until the permit is collected with an average time of 1d 0h 14m.

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Plant Quarantine and Phytosanitary Service

The study captured permit applications at PQPS for imports and exports. The processes are identical and the weighted average time for both import and export permits was 0d 9h 33m.

For import permits, most of the total average time was due to the time required for applicants to collect approved permits.

Plant Quarantine and Phytosanitary Service	
Import	
Application to Collection	
(total time)	
Measure	Time
Average	0d 12h 48m
Shortest time	0d 0h 16m
Longest time	2d 19h 37m
Median	0d 2h 50m
Completed Applications	41

Table 30 - PQPS import permit application to collection

Plant Quarantine and Phytosanitary Service	
Import	
Permit Approved to Permit Collected	
Measure	Time
Average	0d 11h 57m
Shortest time	0d 0h 1m
Longest time	2d 19h 27m
Median	0d 2h 45m
Completed Applications	41

Table 31 - PQPS import permit: Permit approved to Permit collected

For export permits, the total average times were shorter than for import permits at 0d 1h 13m. The average time from when the application was received until approval was 0d 0h 52m which was the longest proportion of average time for the process.

Agribusiness and Marketing

The study captured the time for import, export and transit permits across a range of different commodities. The weighted average for import, export and transit permits from application to collection was 2d 21h 19m.

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Ministry of Agriculture Agribusiness and Marketing Import Application to Collection (total time)	
Measure	Time
Average	3d 7h 10m
Shortest time	1d 4h 16m
Longest time	11d 23h 30m
Median	1d 23h 25m
Completed Applications	17

Table 32 - Agribusiness and Marketing application to collection

For import permits (see table above), the longest proportion of average time was from when the permit is approved until it is collected and was 1d 17h 0m.

Ministry of Agriculture Agribusiness and Marketing Export Application to Collection (total time)	
Measure	Time
Average	2d 17h 39m
Shortest time	1d 2h 34m
Longest time	5d 3h 0m
Median	1d 21h 35m
Completed Applications	27

Table 33 - Agribusiness and Marketing export permit application to collection

Median time from application to collection of export permits (see table above) was close to the median time for the same process for import permits. Most of the average time was associated with approval of the permit or collection at 1d 2h 29m and 1d 10h 42m respectively.

Ministry of Agriculture Agribusiness and Marketing Transit Application to Collection (total time)	
Measure	Time
Average	2d 13h 45m
Shortest time	1d 4h 10m
Longest time	3d 22h 0m
Median	2d 1h 52m
Completed Applications	9

Table 34 - Agribusiness and Marketing transit permit application to collection

The total average time for transit permits was 2d 13h 45m. The largest proportion of average time was taken from approval of the permit until collection and was 1d 19h 14m.

Ministry of Health

The Ministry of Health has a complex approval process for Health Clearance Certificates with three layers of approvals required on receipt of the application and also following assessment. The process

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is sufficiently long that during the data collection period, no import certificate completed the entire process from application to collection.

For import permits, the longest proportion of average time was for final approval by the Director and the typing of the certificate (1d 22h 16). Sixty percent of applications were approved by the food safety officer during the data collection period. The common problem of missing documents could have been a contributing factor to no import applications completing the entire process.

For transit permits, 40 % of applications received completed the process from application to collection (see table below) and so the average time is longer than in the table presented above. As with imports, most of the average time was associated with final approval and typing of the certificate (1d 21h 54m).

Ministry of Health Transit Application to Collection (total time)	
Measure	Time
Average	4d 3h 18m
Shortest time	3d 21h 11m
Longest time	4d 9h 25m
Median	4d 3h 18m
Completed Applications	2

Table 35 - Ministry of Health: transit application to collection

Zambia Environment Management Agency

ZEMA undertook to provide data in an electronic format for this study, however the data did not match the agreed parameters and so is not included in this report.

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Recommendations and actions

Recommendations and actions

The following recommendations are divided into short, medium, and long term. The recommendations below apply to import, export and transit unless otherwise stated. These should be read as an integrated set of recommendations.

1.1 Short term

1

Review risk management

Issue: Based on the data captured in the WCO TRS Software 75 % of declarations were initially channeled yellow, 20 % red channel, and less than 5 % selected for green channel. Data provided by ZRA for the first quarter of 2020 had nearly 85 % of import declarations channeled to either yellow or red channel with the remaining approximately 15 % selected for blue channel (mainly CACP clients)¹¹. The high proportion of declarations initially selected for yellow channel is mainly to facilitate documentary checks for valuation purposes. Of the declarations captured in the WCO TRS Software there were only 9 % that resulted in queries related to yellow channel declarations.

The high level of yellow channel and the absence of green channel delays the release of goods due to the large number of documentary checks. It also means that officers are engaged in checking valuations for a very large number of declarations in the self-assessment environment (which results in a small number of queries) rather than on high value tasks such as physical or documentary checks on declarations and goods identified as high risk.

The risk management system should be sufficiently robust to allow a majority of declarations to be initially channeled green. The current process for creating risk profiles or amend current profiles includes monthly reports from assigned officer at the customs house. The reports from the different border post are the presented for a risk management committee. This committee meets three times a year and based on their decision, new profiles can be created or existing ones updated or removed.

For import declarations in advanced administrations approx. 80 % are channelled green, 15 % yellow and 5 % red (for export normally 95 % green and 5 % yellow with very few red channel). Import proportions also include clearance controls such as LCPO's.

Action: ZRA should immediately commence a review of current risk management processes. This should include:

1. The current risk management processes are not flexible to adopt to new threats or to modify or remove existing profiles. The whole process should be reviewed with an objective to allow for rapid changes in the profiles when needed (within hours if necessary).
2. A review of the aims and purpose of risk management with a target of increasing the number of green channel declarations over to >60 %;

¹¹ ZRA 2020 First Quarter Channel Analysis

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Recommendations and actions

3. A review of the risk management strategy drawing on the WCO Risk Management Compendiums and the Revised Kyoto Convention;
4. Based on the strategy, undertake a review and updating of risk profiles. Generic risk profiles should be avoided Random risk profiles should also be developed, but not to replace existing profiles;
5. Clear quality KPIs for risk profiles should be established and profiles that do not deliver on the KPIs should be removed;
6. In the longer term, statistical profiles should be developed. For example, declarations where the relationship between HS code, value and weight is outside the normal range should be channelled yellow or red.

2

Officers to follow risk profiles and training for ZRA officers on risk management

Issue: There is a lack of confidence in the risk management processes for assessing declarations. This results in unnecessary checks and delays.

This particularly impacts, for example, frequent shipments that are not CACP, but which can pass the same border at the same time every week with the same goods without issues but are still inspected.

Action: Officers at the border should be instructed to follow the risk profile and change only where there are exceptional circumstances (e.g. a suspicious x-ray result, suspicions of smuggling, public safety etc.). Any change should be approved by the Supervisor. A KPI should be set at, for example, 40 % of upgrades resulting in positive findings.

ZRA officers need training on the overall risk management processes. This should not only include how risk management supports an effective and efficient border, but also the importance of creating a feedback loop.

3

Improve feedback cycle for controls undertaken at the border

Issue: Currently, feedback from inspection acts are used for updating risk profiles and information on compliant traders is captured as part of the Compliant Client Programme.

There is limited feedback on risks and local threats not relating to specific declarations or traders such as trends in relation to drivers, vehicles or changes in the border environment. This acts as a barrier to continuous improvement in risk profiles and to confidence that risk profiles meet the actual risks seen by officers at the border.

Action: Create a processes and simple template for feedback on local risks and threats that is incorporated into the risk management and risk profile review process. Officers making inspection acts should be informed (and possibly recognized) where such inspection acts lead to positive findings.

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Recommendations and actions

4

Print release order

Issue: Today, the print release order is printed on paper and stamped by the customs officer at the request of the broker as the last step in the clearance process before the goods exit the border. However, as both the border zone at the Victoria Falls and Kazungula have limited parking space, normal practice is that the truck is allowed to exit the border area before the process is finalized. When looking at ASYCUDA data provided, we noticed that quite a number of print release orders were done weeks and even months after the clearance process has ended.

Action: It should be explored to have the print release order automatically generated by the system as soon as the declaration has been re-routed to green and an electronic copy sent to the relevant broker/declarant. The officer in the exit gate should also be connected to ASYCUDA, enabling the officer to electronically verify that the goods are clear to leave the border zone, eliminating the need for any paper copy of the print release order.

5

Reduced document checks and no stamping of documents held in ASYCUDAWorld

Issue: All documents presented at the Customs counters are stamped, including release orders and supporting documents. The stamping of all documents takes officers considerable time. These resources could be re-deployed for other purposes, such as improved inspections.

The actual record exists on ASYCUDAWorld and for the purposes of showing release for any mobile controls, a release order (or T1) with a system-generated stamp is sufficient as records exist in ZRA systems already.

Action: Where the release order or T1 is printed from ASYCUDAWorld, the document can be 'stamped' by the system and manual stamping can be eliminated.

6

Yellow channel to be cleared by Chief Examiner only in event of an enquiry

Issue: Current practice is that the Chief Examiner must clear all declarations channelled yellow after a review by the Examiner.

With the very high proportion of declarations channelled yellow (over 75%) and the very low number of queries generated, this has led to certain delays during the clearance processes.

Action: Clearance by the Chief Examiner should only be required for yellow channel declarations where there was a query. All other yellow channel declarations to be cleared directly by the Examiner. A system of random reviews by the Supervisor after release can act as a quality control.

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Recommendations and actions

7

Release goods on submission of inspection act unless there are specific queries arising from the inspection

Issue: At the time of the TRS+ data collection, inspection acts are sent to the Inspector's supervisor to validate and then sent to the CPC. It is planned to remove the Supervisor validation.

For the data available for imports, it took a weighted average across all BCPs of 0d 3h 34m from when the inspection act was sent to the Supervisor until it was sent on to the CPC. It then took a weighted average time of 0d 14h 0m from when the inspection act was sent to CPC to the declaration being cleared.

For exports at Kazungula, it took an average 21h 0h 7m from when the inspection act was sent to the supervisor until it was sent on to the CPC. It took an average of 5h 25m from when the inspection act is sent to CPC to the declaration being cleared.

The Revised Kyoto Convention Standard 3.40 states that goods should be released as soon as they have been inspected (or a decision not to inspect is made) provided there is no further action required, permits are in order and there are no duties and taxes outstanding.

Action: Where an inspection produces no results and no declaration amendment is required, the goods should be immediately released at the border by the Inspector.

8

CPC examiner the be able to clear declarations directly once queries or issues with inspections are resolved

Issue: Inspection acts are forwarded to the CPC to be cleared. Once the examiner has completed any actions resulting from the inspection (where required), the declaration is sent to the Chief Examiner for clearance.

Goods are held at the border during this process which adds time and while there will be some time for delays in getting responses from agents, the requirement for multiple sign-offs adds additional time.

For imports at Victoria Falls/Livingstone it took over fifteen hours from when the inspection act was sent to the CPC until it was cleared and at Kazungula the same measure took over eight hours. For exports Kazungula, the same process took five hours and twenty-five minutes.

Action: The Examiner at the CPC should be able to clear declarations directly once queries and issues arising from the physical inspection are resolved. This would also align with Revised Kyoto Convention Standard 3.40 (see Recommendation 6).

9

Mandatory pre-registration be reviewed for different modes of transport

Issue: The requirement to lodge a Customs declaration seven days in advance of arrival for all modes of transport is unrealistic. For airfreight, decisions on shipments can be made within seven days of departure. For land borders, fresh produce may not

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be ready seven days prior to transportation and transport from, for example, South Africa, may not be finalized seven days in advance.

Seven-day mandatory pre-lodgment increases the risks of incomplete or incorrect information in declarations and consequent delays due to queries or amendments to declarations.

For the data available for imports, the weighted average across all three BCPs from when the declaration was submitted until arrival at the border or the aircraft arriving was 2d 5h 51m. This may show that traders are having difficulty in complying with the extended timeline. At KKIA, only 25 % of declarations are submitted prior to the aircraft arriving, which again may demonstrate issues with the extended timeframe, particularly for air freight.

For exports at Kazungula, there was a median time of 2d 17h 53m from when the declaration was registered until passing through the border gate. This may also indicate difficulties in complying with the seven-day mandatory pre-declaration period.

Action: The time for mandatory lodgment of declarations should be reviewed in line with the WCO SAFE Framework of Standards (2018):

1. Land borders: no less than one hour prior to arrival at the first port in the country of destination.
2. Air: at 'wheels-up' for short haul and not less than 4 hours prior to arrival for long-haul at the first port in the country of destination.

10

CBRA fees

Issue: Fees for some CBRA LCPOs are based on a percentage of the value of the goods. The WTO TFA Article 6 states that fees and charges, "shall be limited in amount to the approximate cost of the services rendered on or in connection with the specific import or export operation in question".

Action: Fees for permits be reviewed to align with WTO TFA Article 6.

Victoria Falls/Livingstone

11

End manual ledgers for acquitting gate passes/trucks at Victoria Falls

Issue: On arrival at Victoria Falls, the gate pass is registered by the agent in a ledger either for release at Victoria Falls or release at Livingstone. On exit, the truck is acquitted in another ledger by a Customs officer.

Data on trucks proceeding to Livingstone is entered into ASYCUDAWorld from the ledger so that vehicles reporting to Livingstone within two hours can be captured. The location at which goods will be released is already available in ASYCUDAWorld.

Action: End the process of registering in ledgers and utilize gate passes only.

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Data on trucks for Livingstone can be entered directly into ASYCUDAWorld. Ledgers should only be maintained for later entry when there is load shedding or system connectivity loss.

Kazungula

12

Risk based approach to scanning

Issue: Trucks arriving at Kazungula are assessed for scanning based on whether they are covered or containers or are suspicious. This approach creates queues for scanning. Trucks that are parked outside the border but not released must re-enter the exit gate to be scanned. It takes an average time of more than three hours for trucks to wait to be scanned.

Action: Scanning should be based on risk and focus on goods not declared. This should form part of the risk management system and, in exceptional cases, by selection at the border. Results should be captured in ASYCUDAWorld and sent to the risk section to capture any local risk.

13

Re-engineer processes for new bridge opening

Issue: As there is no pre-determined sequence for activities at the border, the processes at Kazungula are often controlled by Customs agents who determine what activities occur and when. Security is compromised by trucks exiting the border without being released. The current processes often add to the congestion at the border.

Action: The opening of the new bridge and a potential move to 24/7 operations offers an opportunity to review processes at Kazungula. This should include:

- Providing ASYCUDAWorld access at any new entry gate for risk-based assessment for scanning;
- Improved security around entry/exit gates;
- Improved management of parking.

Improved risk management will ensure that there are fewer vehicles in the parking area awaiting release.

Kenneth Kaunda International Airport

14

Extend operating hours

Issue: While clearance operations take place from 08.00 to 20.00 at KKIA, the Customs office and transit sheds work 08.00-17.00 five-and-a-half days per week. The CPC also closes at 20.00 each day. As flights arrive out of these times, this can have the effect of delaying clearance.

Revised Kyoto Convention Standard 3.1 states that the requirements of the trade should be taken into account in determining the hours of operation.

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Action: Airport ZRA operations should be review together with the other stakeholders and trade to ensure service is available when there is a need for it. It should focus on arrival and departure times of aircrafts carrying cargo, and should ensure clearance of both import and export consignments. This includes clearance when CPC is closed and a mandate for officers at the airport to manage the entire process at such times. OGA opening hours should correspond to the actual need for services

15

Review time available to agents to declare goods at KKIA

Issue: ZRA allows five days from when goods arrive until they are declared to ZRA. Agents and traders often take full advantage of this which delays Customs processes. This also conflicts with the seven-day pre-declaration requirement.

Action: Consultation should be undertaken with traders, agents and CBRAs with the aim of having the five-day period reduced or removed. Decisions around storage at the airport can then be a matter between traders and agents/warehouses. (See also ‘Mandatory pre-registration be reviewed for different modes of transport’).

16

CACP / AEO

Issue: Clearance times for CACP companies do not differ from other companies. One of the benefits that normally is of high importance for joining a CACP or AEO program is expedited border clearance. See also recommendation 25 for a full review.

Action: The current CACP program and the operational processes at the border should be reviewed to ensure that CACP companies will be benefiting from expedited clearance times, making this an attractive benefit.

1.2 Short to Medium Term

17

One face at the border

Issue: CBRAs at Victoria Falls and Kazungula were often not present at the border due to limited resources. While the Border Management and Trade Facilitation Act aims to improve the situation, it will not resolve resourcing issues or provide the ability to cover all BCPs.

CBRAs at the border have little visibility on or no access to ASYCUDAWorld. In addition, agents/traders can be required to visit multiple CBRAs.

The volumes that require CBRA intervention are low and CBRAs have limited abilities to carry out inspections due to lack of space and equipment.

Action: The short time recommendations as outlined in the action plan drafted in the report “Coordinated Border Management” should be introduced as a priority and a

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short-term measure. The current situation with Covid-19 can serve as trigger to speed up the need for such a procedural change.

This includes: ZRA should in practice have the role as the lead agency as outlined in the Border Management and Facilitation Act from 2018. For non-essential agencies and agencies not able to be present at all times at the border due to staffing issues, another agency always being present should be assigned to represent at the borders and staff from the assigned agency should be trained in the relevant processes. Opening hours for the different agencies should be coordinated at the same border and payment should be aligned for all agencies and collected through ASYCUDA.

ZRA has visibility of goods that require licenses, permits or certificates and is in a position, with limited training, to undertake the types of inspections required at the border (e.g. date checks on goods, confirmation that the goods are as per the LCPO). Where detailed controls are required by CBRAs, they can either be called to the border by prior appointment made by the importer or exporter or inspections can be undertaken at the importer's or exporter's premises.

18

Risk-based inspections

Issue: Due to the limited space at all the land-border crossings, a number of inspections must take place in parking areas outside the Customs-controlled areas.

This is particularly the case at Kazungula where, for example, export inspections often take place in the parking area outside the border area where the ability to undertake quality inspections is limited.

Action: Risk management should identify the type of inspection of goods required. For example, whether it is simply a check that the goods are present and correct to a full unload inspection. This will improve the quality of inspections and those requiring a full inspection should be required to enter the border area for an inspection.

19

Risk management for CBRAs operations at the border

Issue: There is no risk management by CBRAs at the border. In almost all circumstances, documents are checked and physical inspection regardless of the history of the trader, the nature of the goods or the type of inspection that can be carried out. This approach combined with the fact that CBRAs are not always available at the border can cause delays.

Based on the time data currently available for imports, the weighted average time for CBRA processes at Kazungula and Victoria Falls/Livingstone was 1d 11h 52m.

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Action: After implementation of the Border Management and Trade Facilitation Act and ‘One face at the border’, CBRAs remaining should apply risk management principles. Given the limited capacity for inspections at the border, inspections can be conducted at the importer’s premises if required.

20

Payment to be made after declaration processing (interim measure)

Issue: Based on the data entered in the WCO TRS Software, approximately 50 % of import declarations were paid at Victoria Falls/Livingstone and Kazungula after vehicles have arrived at the border. This can extend time at the border as drivers must wait while declarations are processed. There is additional time as most declarations are channelled yellow and undergo documentary checks. If there is an amendment of the declaration, additional payment has to be made before the declaration can be re-routed to green.

Action: Until a deferred payment system can be put in place (see Recommendation 28), duty payments should be the last step in the process for clearance. Utilize mandatory pre-declarations by having declarations risk assessed, channelled and re-routed to green channel prior to payment. This functionality in ASYCUDA should be developed together with UNCTAD. To speed up the payment process even more, there should be a possibility to link an account to the declarant/broker, and any amount could be pre-paid to this account and only if the amount is not sufficient an additional payment has to be done. A system with pre-paid accounts are in use in Lesotho and Swaziland.

21

Review CBRA rights in ASYCUDAWorld

Issue: Once implemented, the Zambia Single Window will allow individual agencies to review permits associated with declarations and then provide a CBRA ‘release’.

Currently, a number of CBRAs have viewing rights in ASYCUDAWorld for statistical purposes and, at the time of the study, ZCSA has rights to review and block declarations that are routed by ASYCUDAWorld to ZCSA. It is planned to extend these rights to other CBRAs.

Based on the data available, the weighted average for declarations from routing to ZCSA to re-routing was 0d 9h 46m. In addition to declarations being blocked for lack of completeness, declarations can also be delayed for other reasons (e.g. fees not paid).

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ASYCUDAWorld access at border posts is limited (e.g. ZCSA has access at Chirundu but manages a central processing unit for BCPs where it has no presence) and ZCSA officers are not always present at the border.

Action: Rights to block declarations should end other than where a permit is not present or not correct.

Additional Action:

While single window implementation is well advanced, implementation should consider that rather than allowing permits to be routed to CBRAs they should be made available through the single window architecture to ZRA (through use of a UCR and so be linked to a declaration) to speed up clearance and facilitate faster border processes.

Where there is a requirement for a permit based on the HS code and no permit is present or it is suspected that the LCPO is incorrect, this must be flagged by ZRA to the declarant.

22

Distribute certificates, permits and license electronically with copy to ZRA

Issue: In most cases, traders are currently required to collect paper copies of certificates, permits and licenses.

The time taken for agents/traders to collect LCPOs in most cases represents the longest average time in the process of obtaining an LCPO. The weighted average time from the last CBRA process until collection was 0d 18h 17m with a range of 1d 17h 0m to 0d 5h 36m.

Action: Until the electronic national single window is operational, approved certificates, permits and licenses should be distributed electronically to applicants once they have been approved by the respective agencies (where not currently the case). ZRA should also be copied on the distribution allowing it to view the certificate, permit or license based on the importer. Discussions about such a set-up should be held with the respective OGA's, also reflecting any potential risks ensuring the authenticity of the electronic document.

23

No channel information prior to arrival

Issue: Agents are informed of channel prior to arrival at the border. This increases the risks that where it is known there will not be a physical inspection that goods can be added that are not declared. It also reduces the trust that ZRA officers have in the risk system as they know that this is possible.

At Kazungula this risk is increased as some trucks exit the border area before scanning and at Victoria Falls/Livingstone as most vehicles proceed to Livingstone for final clearance and release.

Action: Channel information should only be provided after the arrival and on presentation of documents to Customs.

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Review legal or policy requirements for CBRA LCPO final approvals

Issue: Many of the CBRAs require final approval by senior managers within the agency. This can follow approval by several other staff in the agency. The senior manager often has limited information on the specific LCPO and can be unavailable due to other obligations. In the case of ZAMRA and the Ministry of Health, the average time for approval by the senior executive represented 47 % and 27 % of total time respectively.

Action: Undertake a review at all agencies on the legal or policy requirements for reducing the number of approvals and the seniority of those required to give approvals. This should be done with a view to ensuring the proper balance between technical and final approval.

25

Review and update CACP

Issue: CACP does not offer a benefit in terms of average times for release. At all three BCPs covered in the TRS+ average times were longer for CACP clients than for all consignments. See also recommendation 16 for short term measure.

Action: The CACP programme should be reviewed with the specific objective of:

- Ensuring that current benefits are fully implemented;
- Increasing tangible and measurable benefits available to CACP participants, for example: specific times for handling declarations; release times; and, for handling queries;
- Offering CACP membership to all supply chain participants such as agents and transporters;
- Ensuring continued compliance through the implementation of re-verification on, for example, a three-yearly cycle;
- Creating a ‘whole-of-government’ CACP certification.

Victoria Falls/Livingstone

26

Release goods directly at Victoria Falls unless channeled ‘red’ for inspection or requiring CBRA release

Issue: Currently goods can be released at Victoria Falls or Livingstone. Inspections are carried out at both locations. The requirement to drive to Livingstone and park adds time both for the ‘transit’ journey and the requirement for agents to move from parking areas to Customs and back again.

Improved risks management, increased numbers of declarations cleared prior to arrival, and increased CBRA visibility and risk management of goods arriving offers an opportunity to speed up release.

Action: Only consignments requiring an inspection by ZRA (red channel) or CBRA inspection (based on risk management) to be sent to Livingstone where the control

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cannot be carried out at Victoria Falls. All others to be released directly at Victoria Falls.

As all vehicles currently require some form of entry processing at Victoria Falls and as the flow of traffic is regulated from the Zimbabwe side this would not result in any additional congestion.

Kazungula

27

Link scanning results to ASYCUDAWorld

Issue: The scanner at Kazungula operates outside of the Customs process. The scan result must be printed and stamped and given to the driver once the results are recorded in the stand-alone system supporting the scanner. There is currently an average time from arrival at the gate until the scan starts of more than three hours.

Follow-up inspections must be managed either by Customs staff at the scanner or be communicated manually to Inspectors. This slows down the release of goods as, where follow-up is required, resources must be diverted from the scanner or from other inspections.

If there is a result from the scan and any subsequent inspection, an amendment is made to the declaration. This means that the scanner does not form part of the overall risk management process.

Action: Integrate the results of all scans into ASYCUDAWorld and results must be entered prior to release. Results to be part of risk management cycle for use in anti-smuggling.

Kenneth Kaunda International Airport

28

Implement eManifest and end manual ledgers at transit sheds

Issue: The manual transit shed process of registering Airway Bill numbers in a ledger and acquittal once the exit note is printed adds a manual element to Customs processes and a significant control risk. The additional manual process adds to the work of Customs officers both when entries are made and acquitted.

Action: Implementation of eManifest will improve the control environment, support better risk management and free up Customs resources for higher-value tasks.

1.3 Long Term

29

Embed a risk management culture within ZRA and CBRAs

Issue: There is low-level trust in current risk management processes and a 'one-size-fits-all' approach to traders and the trading community. This results in time delays as

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most traders (including CACP) are treated the same at the border regardless of the risk they present.

This not only results in slower clearance and release processes at the borders, but a mis-allocation of resources by agencies to low-value tasks (such as checking documents for low-risk traders) and away from high-value tasks (such as improved inspections and enhanced anti-smuggling operations).

Action: Develop a culture change programme to create a risk-based culture within ZRA and CBRAs. This should encompass training and other culture change activities.

30

Implement a system of deferred payment accounts

Issue: Time taken by agents to pay declarations extends the time goods spend at the border. Based on data entered in the WCO TRS Software, approximately half of all declarations are paid after goods arrive at the border. This results in delays as declarations must be paid and the final clearance processes completed prior to goods being released. In addition to the extra time at the border, the current process creates congestion, particularly at the land borders.

Action: Traders and agents should be offered the opportunity to participate in a deferred payment scheme. The participating trader or agent should be required to have a deferred payment account. ZRA can then draw on this account for the duty liability either weekly, fortnightly, or monthly, or even per declaration. Where there are insufficient funds normal payment processes would be implemented and duty recovery procedures commenced.

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Methodology

This study is based on the World Customs Organization’s *World Customs Organization Guide to measure the time required to release goods, Version 3, 2018* and the *World Bank Time Release Study Plus Methodology Guide*. Using these methodologies allowed for the capture of statistical data on times which, together with qualitative information, forms the basis of the analysis and recommendations contained in this report.



Figure 3 - TRS+ Approach

Key factors affecting approach

There were a number of factors that impacted on the methodology for this TRS+. These include:

1. Ongoing ZRA reforms during the period of the project, including the introduction of self-assessment at Victoria Falls and Kazungula and the introduction of a requirement for pre-declarations;
2. Ensuring that vehicles passing through Victoria Falls but released at Livingstone were captured in the study;
3. The requirement to capture timestamp data both manually and from ASYCUDAWorld for BCPs and manually for CBRAAs;
4. The need to collect to data to capture a ‘typical’ week’s volume at a 95 % confidence level with an interval of +/- 5 % for each regime and all border posts in scope;
5. The large number of stakeholders that are involved, both from the private and public sectors.

Mapping and description of *Actual Processes*

By visiting each BCP and CBRA in scope it was possible to map actual process. Mapping actual processes ensured that the process and sub-processes in scope could be accurately measured as these can differ from those outlined in policies or standard operating procedures. Processes can also differ between BCPs and between different CBRAAs. Given the reforms taking place at the BCPs in scope it was important that up-to-date maps were developed rather than using existing and outdated maps. Process mapping was undertaken in the week commencing 18 November 2019.

Statistically valid data collection

In order to have statistically valid findings at a 95 % confidence level with an interval of +/- 5 % in line with the requirements of the project, the services of a statistician were used to analyze data provided

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by ZRA. This allowed the correct sampling strategy during the data collection phase to achieve a ‘typical’ week at each border location. The data in this final report is statistically valid. The data collected in this report are available in Annex 5.1. For CBRAs, all applications during the data collection were captured with the exception of Agribusiness and Marketing where a non-representative sample was collected due to the high volumes.

Testing

Data collection required the involvement of a large number of people and accurate data from manual and computer sources. For this reason, a test was undertaken. For CBRAs this test ran for 4-5 days and at BCPs, the test was two days. The test allowed the questionnaires and TRS+ processes to be refined before the data collection phase.

Data collection and integration

At the BCPs in scope, the study ran for seven days from Monday 10 February to Sunday 16 February 2020 in line with the recommendation from the *World Customs Organization Guide to measure the time required to release goods, Version 3, 2018*. Some of the border post timestamp data was available in ASYCUDAWorld and other data – for both CBRAs at the border and ZRA – was collected manually by enumerators or an officer. This was achieved by writing the date and time for certain activities into a paper-based questionnaire. The manual and ASYCUDAWorld data were integrated and entered into the WCO TRS+ On-line software tool. Entry into the WCO TRS+ On-line software was done by ZRA officers with super-user access to ASYCUDAWorld.



Figure 4 - Enumerator training in Lusaka

At the land border posts, Customs declarations and vehicle registration numbers were used as the basis for collecting data, while at Kenneth Kaunda International Airport, Customs declarations and Airway Bills were used. This approach allowed for the integration data to provide a ‘single view’ of time taken to pass the border.

For CBRAs all data was collected through the use of manual paper-based questionnaires. For CBRAs data collection ran over one working week from 10-14 February 2020. For two agencies -

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ZAMRA and the Ministry of Fisheries and Livestock – data collection ran for eight and ten days respectively based on requests for the agencies. All questionnaires were completed by officers at the agencies. The data was entered into spreadsheets for analysis by an enumerator employed by the project.

In order to meet the TRS+ Methodology requirements and to manage the time and resourcing constraints of the project, data collection for CBRA process and border processes occurred in parallel.

The implications of this approach were:

1. A more effective use of time and resources across the data collection period;
2. A macro picture of time taken for combined central CBRA and border processes;
3. The TRS+ could be executed within a reasonable time period.

Scope

The Time Release Study in Zambia covered not only ZRA and CBRA processes at the border, but also incorporated CBRA processes for the application and approval of licenses, certificates and permits.

Border Posts

LOCATION	IMPORT/INBOUND TRANSIT	EXPORT/OUTBOUND TRANSIT
Victoria Falls	<ul style="list-style-type: none"> • From when the truck arrived at the gate until exit from the border and release for vehicles sent for parking in Livingstone but cleared in Victoria Falls. All ZRA and CBRA processes within this scope. • For goods cleared at Livingstone but arriving at Victoria Falls: from arrival at Victoria Falls until release in Livingstone. • With pre-declaration, submission of the declaration was the first timestamp. 	<ul style="list-style-type: none"> • From when documents were presented at the export desk and/or submission of declaration (for goods export cleared at Livingstone or another location) until exit. All ZRA and CBRA processes at Victoria Falls.
Kazungula	<ul style="list-style-type: none"> • From when trucks arrived at the entry gate until exit from the BCP and/or release for goods exiting the border prior to release. All ZRA and CBRA processes within this scope. • With pre-declaration, submission of the declaration was the first timestamp. 	<ul style="list-style-type: none"> • From when documents were presented at the export desk and/or submission of declaration in ASYCUDA until exit through the gate. All ZRA and CBRA processes within this scope.
Kenneth Kaunda International Airport	<ul style="list-style-type: none"> • From arrival of the aircraft to exit note issued. All ZRA and CBRA processes within this scope. • With pre-declaration, submission of the declaration was the first timestamp. 	<ul style="list-style-type: none"> • From when the declaration was registered, or goods arrived in the cargo handler's warehouses until aircraft departure. All ZRA and CBRA processes within this scope.

Table 36 - TRS+ Scope for BCPs

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Figure 5 - Map showing location of BCPs in scope

CBRA processes

AGENCY	SCOPE
Zambia Compulsory Standards Agency	<p>Application and approval processes for a Batch Clearance, Pre-import Certificate Scheme and Annual Certification Scheme.</p> <p>From when application presented to approved permit collected.</p>
Ministry of Agriculture	<p>Application and approval processes for:</p> <p>Seed Control and Certification Institute: Seed Import Permit – from when application received to approved permit collected.</p> <p>Plant Quarantine and Phytosanitary Service: Plant Import Permit – from when application received to approved permit collected.</p> <p>Agribusiness and Marketing: Health Clearance Certificate - from when application received to approved permit collected.</p>
Zambia Medicines Regulatory Authority	<p>Application and approval processes for a Commercial Import Permit – export and import.</p> <p>From when application presented at the Account Office until collection of the permit.</p>

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Ministry of Health	Application and approval processes for a Health Clearance Certificate – import, export and transit. From when the application received at the Policy Registry until collection of the permit.
Ministry of Fisheries and Livestock	Department of Fisheries and Livestock Marketing (Lusaka) – application for an import or export permit: From when application received to completion of marketing assessment. From return of applicant from NALEIC to collection of the approved permit. National Livestock Epidemiology & Information Centre (NALEIC) – application for an import or export sanitary certificate: From receipt of application until collection of the permit.
Zambia Environmental Management Agency	Application and approval processes for an Import Permit. From when application received to approved permit collected.

Table 37 - TRS+ Scope for CBRA LCPOs

1.4 Out of Scope

Because the processes have low volumes, are periodic, are primarily security related or unrelated to public sector trade facilitation processes, the following were out of scope for this project:

- Private sector processes including preparation of road manifest
- Public International Organizations
- Security only related processes (e.g. Police permits)
- VAT refund processes
- Non-border related ZRA processes
- Payment of certain fees at the border such as road tax, municipal taxes and bridge tolls
- Diplomatic
- Empty trucks/air-freight containers

Impact of COVID-19

As a result of the spread of the COVID-19, the planned mission to undertake qualitative follow-up was suspended. The purpose of this mission was to gain further insights into the initial data analysis and meet with stakeholders.

As an alternative approach, initial observations and data were sent to CBRAs with a request for feedback and offering the opportunity for meetings online. A series of questions were also sent to ZRA to help provide greater context for the data collected during the project. Of the CBRAs, feedback was only received from the Ministry of Health.

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Preliminary report

Due to the impact of COVID-19 and circumstances beyond the control of the project, the entry of timestamp data into the WCO TRS Software was delayed. As a result, an alternative approach to the entry of data into the WCO TRS Software was developed involving the use of enumerators to collate the data.

A decision was also made to develop a preliminary report that includes analysis and recommendations based on the data entered into the WCO TRS Software as at 27 March 2020. Comments were provided on the preliminary report and this final report, together with the complete set of data, reflects these inputs.

Key timings and events

Date	Description of activities held
18 November 2019	Kick-off workshop with TRS+ stakeholders
18-20 November 2019	Process mapping at Victoria Falls, Kazungula and Kenneth Kaunda international Airport
19-22 November 2019	Process mapping at CBRAs in scope for licenses, permits and certificates
18-22 November 2019	Meetings with private sector stakeholders
12 December 2019	Process maps sent to BCP managers and CBRAs
20 December 2019	TRS+ Newsletter 1
13-14 January 2020	Test phase at BCPs
27 January 2020	Updated questionnaires sent to CBRAs at BCPs and for LCPOs
30 January 2020	TRS+ Newsletter 2
10-16 February 2020	BCP Data collection phase
10-14 January 2020	CBRA data collection (extended for Ministry of Fisheries and Livestock and ZAMRA)
18 January 2020	Data entry starts
23 March 2020	Qualitative feedback sought from CBRAs and ZRA
26 May 2020	Preliminary report
25 November 2020	All data has been uploaded to the WCO TRS Software
12 February 2021	Draft final report sent for review
22 March	Virtual Workshop presenting the draft final report
31 March	Final report distributed

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Interpreting the data in this report

Interpreting the data in this report

Data from the WCO TRS Software for BCPs

The data presented on BCPs in this report is drawn from the WCO's web-based TRS Software Tool. Time data provided to and collected by the project for BCPs was entered into the software. By selecting two time points based on the questionnaire an average (or mean) and median time is given. The average time taken for each 10 % of declarations to complete the period between the two time points is also presented.

It is also possible to get average times between two time points against dimensions set in the questionnaires, for example, CACP or channel. It is not possible to get average times across multiple data points. Where declarations went through queries, the start and end of the query process only were used.

Data for CBRA LCPO processes

Data for CBRA LCPO processes was analyzed in excel spreadsheets and is presented in tables with range, average and median times. The number of applications processed for each process and sub process are also presented. In addition, pie charts are used to indicate the proportions of average time for each sub-process. These pie charts should be used as an indication as to proportions of average time for processes and sub-processes.

Average and median times

Average time is the time that is representative of the times entered into the WCO TRS Software for the two time points being measured. It is calculated by adding together all the times entered for the two time points being measured and dividing by the number of valid entries in the WCO TRS Software for the two time points. The median is the mid-point time for the times entered.

Averages are influenced by: the volume being measured for any particular process; data not being correctly entered into the WCO TRS Software for all timestamps; or, the fact that not all declarations in the study sample pass through the same processes; or, some declarations or vehicles may not have completed all the processes when data collection ended. This means that the number of entries in the WCO TRS Software may not always add up.

Averages should be viewed as a way of understanding the time taken with an eye to the influencing factors and the impact of outlying times, while ensuring that outlying times do not become the focus of analysis. An explanation of outlying times is provided where it is possible to do so. At BCPs while there is a theoretical shortest time for any process to be completed, averages are impacted by individual declarations that take a long time to complete a process. Times at BCPs tend to cluster around the median.

When analyzing the data, it is important to note that the average time for two or more sub-processes will not add up to the average time for the main process (known as Simpson's paradox). The fact that not all declarations or vehicles follow the same processes and there is no fixed order for sub-processes also contributes to this effect.

In some cases, to be able to provide insight into regimes across BCPs or within a particular BCP, weighted averages are used, and these are clearly identified. Weighting has been done for comparable processes based on the number of declarations or vehicles for the process at individual BCPs. For this report, weighted averages have been used for Victoria Falls/Livingstone and Kazungula as they have comparable processes.

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Interpreting the data in this report

Statistical validity¹²

At BCPs, the data entered into the WCO TRS Software was designed to be statistically valid at a 95 % confidence level with an interval of +/- 5 % from the arrival of the aircraft or truck until exit or release from the BCP (which ever came last). At more detailed levels of analysis, findings may not be statistically valid as sampling did not target sub-processes.

For CBRA LCPOs, no statistical validity assessment was undertaken, and all applications submitted and processes during the TRS+ data collection period were captured with the exception of Agribusiness and Marketing where a non-representative sample was used due to the high volumes. It may be that the findings are not statistically valid. The same considerations that apply to averages at BCPs also apply to CBRAAs and, where weighted averages are used, these are clearly indicated.

Time presentation

Time for processes is based on a twenty-four-hour day, which is consistent with the World Bank approach in the Doing Business reports.

¹² See also Annex 5.1 ‘Sampling and data entered in the WCO TRS Software’

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Zambia trade performance

1 Zambia trade performance

The World Bank Doing Business report has a number of indicators for the time and cost of different trade and border compliance processes that are relevant for the TRS+. These rankings and figures are based in surveys of businesses and associated with the Trading Across Borders section of the report.

World Bank Doing Business 2020 – Trading Across Borders ¹³	Export				Import			
	Clearance and inspections required by customs authorities		Clearance and inspections required by agencies other than customs		Clearance and inspections required by customs authorities		Clearance and inspections required by agencies other than customs	
	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)
Country								
Botswana	5.0	79.2	0.0	0.0	3.4	98.1	0.0	0.0
Germany	1.0	35.0	0.0	0.0	0.0	0.0	0.0	0.0
Namibia	48	200	48	102.5	2.8	145	0.0	0.0
South Africa	40	200	0.0	0.0	6.0	258	0.0	0.0
United States*	1.3	175	0.0	0.0	1.5	175	0.0	0.0
Zambia	96	170	0.0	0.0	96	180	0.0	0.0
Zimbabwe	60.7	175	25	66.7	41	148.3	171	350

* New York City

World Bank Doing Business 2020 – Trading Across Borders	Export documentary compliance		Import documentary compliance		Export border compliance		Import border compliance	
	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)	Time (hrs)	Cost (USD)
Country								
Botswana	18	179	18	179	5	317	4	98
Germany	1.0	45	1.0	0.0	36	345	0.0	0.0
Namibia	90	348	3	63	120	745	6.0	145
South Africa	68	55	36	73	92	1257	87	676
United States*	2	60	8	100	2	175	2	175
Zambia	96	200	72	175	120	370	120	380
Zimbabwe	99	170	81	150	88	275	228	562

Table 38 - Time and cost of documentary compliance - selected economies¹⁴

¹³ World Bank Doing Business Report 2020; Trading Across Borders: time and cost of border processes - selected economies

¹⁴ World Bank Doing Business Report 2020; Trading Across Borders: time and cost of documentary compliance - selected economies

2 Vision for a future border

In developing the analysis for this report, a future vision for how border processes can operate was used. This vision is based on international standards and best practice and is designed to provide a long-term framework for how trade facilitation measures can be viewed.



Figure 6 - Vision for a future border

Single Window

A fully electronic single window allowing electronic submission of applications for certificates, permits, licenses and declarations, and electronic notification once approved. Fully-interlinked allowing ZRA to view and risk assess based on certificate, permit and license conditions integrated with existing risk profiles.

Risk-based controls with a random element

Controls (including scanning) undertaken only on the basis of risk. To be complemented with random risk profiles. Risk profiles to be updated as part of a risk management cycle.

Clearance before arrival

Most goods should be cleared prior to arrival at the border. Combined with risk-based controls, this should speed up processes at the border. The introduction of self-assessment and mandatory pre-declarations has laid the foundations for more goods to be cleared prior to arrival.

Enhanced CACP/AEO

An enhanced and updated CACP program with more participants from more parts of the supply chain is an important part of risk management and will speed up clearance and release.

Coordinated border management 'one face'

Most agents and traders should only have to deal with 'one face' at the border – ZRA. Support should be provided by CBRAs only where necessary either at the border or at the trader's premises.

Zambia TRS+ Final Report
Border crossing points findings and analysis

3 Border crossing points findings and analysis

This section contains detail on the time taken for major processes and sub-processes at the different BCPs in scope and for import, export and transit regimes.

The table below contains weighted averages for elements of the import process. This includes elements that are heavily influenced by agent and trader behavior (e.g. payment of duties and from re-route to green channel to print release order) as well as those influenced by ZRA.

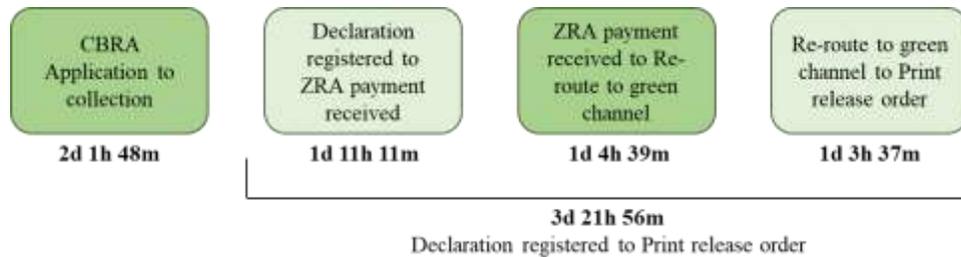


Figure 7 - Weighted averages for elements at import: CBRA and border processes

3.1 Imports

The table below shows the weighted average times for comparable import processes¹⁵ for goods passing through the land borders. Averages were heavily influenced by outlying times which are explored in more detail in the sections below¹⁶.

‘Print release order’ is used as a comparable end time as:

- At Kazungula a significant proportion of trucks exit the border area and park outside prior to release; and,
- At Victoria Falls/Livingstone, trucks that pass-through Victoria Falls but are released in Livingstone park at privately owned parking stations and have no comparable ‘gate out’ time.

Weighted Average	
Declaration registered to Print release order	Arrive at gate to Print release order
2d 15h 21m	2d 13h 40m

Table 39 - Weighted average times Victoria Falls and Kazungula (comparable measures)

Average and median times for imports are heavily influenced by the lack of a risk management approach, both for ZRA and CBRAs.

¹⁵ KKIA has been excluded as these processes are not readily comparable with the two land border crossings.

¹⁶ See section ‘Interpreting the data in this report’

Zambia TRS+ Final Report

Border crossing points findings and analysis

For ZRA, most imports are channeled to yellow for checks on valuation. In advanced administrations about 80 % of import are channelled green 15 % yellow and 5 % red, including clearance controls such as LCPO's. There were very few enquiries arising from the yellow channel declarations which highlights the potential, with adequate risk management, to channel a higher proportion of declarations to green channel at initial selectivity. The process for documentary checks can be further streamlined by requiring clearance from the Chief Examiner only where there has been a query.

There is a proportion of declarations that are still yellow channel when they arrive at the border (approx. 65 %¹⁷) even though valuation issues should have been resolved prior to arrival. ZRA staff at the borders have a low-level of trust in the risk management system which results in excessive document checking. The fact that goods arrive still channeled yellow only adds to the lack of trust as officers feel they must make additional checks.

CBRAs undertake little or no risk management in relation to goods at the border with 100 % documentary checks and inspections regardless of the goods or the history of the trader.

3.1.1 Victoria Falls/Livingstone

Victoria Falls and Livingstone are co-located on Zambia's southern border with Zimbabwe. The border crossing is situated at Victoria Falls which is located approximately 10 kilometers from the town of Livingstone. The Victoria Falls BCP is located in the Victoria Falls National Park which limits the number of vehicles that can be handled at the Victoria Falls BCP and there is limited space for operations. Due to the capacity of the bridge over the Zambezi River from Zimbabwe and the limited capacity at Victoria Falls, the flow of traffic over the bridge is regulated from Zimbabwe. To be able to cross the bridge from Zimbabwe, the driver must have an entry number (declaration number) demonstrating a declaration has been submitted for Zambia.

Livingstone has a larger Customs station and is the location of the CPC. Due to limited capacity at the Livingstone Customs station, trucks carrying goods to be released in Livingstone (see below) usually park in privately operated parking stations in and around Livingstone.

At Victoria Falls/Livingstone, goods can be treated in three different ways:

- Goods can be released at Victoria Falls when the vehicle arrives;
- The vehicle arrives at Victoria Falls and is registered and then proceeds to Livingstone where the vehicle parks usually in a private parking station and the goods are later released at Victoria Falls; or,
- The vehicle arrives at Victoria Falls and is registered and then proceeds to Livingstone where the vehicle parks usually in a private parking station and the goods are released at Livingstone.

The decision as to which option is used is a combination of either a request by the agent and the need for physical inspection. Due to the limited space at Victoria Falls, only limited inspections can be undertaken there and detailed inspections or combined inspections with CBRAs are undertaken at Livingstone.

¹⁷ ZRA 1010 Q1 Channel Analysis

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Border crossing points findings and analysis



Figure 8 - Victoria Falls BCP



Figure 9 – ZRA Livingstone

Total entry and exit times

The tables below show the time taken from when the declaration is registered in ASYCUDAWorld until the release order is printed for all goods passing through Victoria Falls and the same measure for goods for the three different treatments outlined above.

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Border crossing points findings and analysis

Declaration registered to Print release order		
%	minutes	h m d
10	1214	0d 20h 13m
20	1408	0d 23h 28m
30	1640	1d 3h 20m
40	2905	2d 0h 25m
50	4322	3d 0h 2m
60	5584	3d 21h 4m
63	5900	4d 2h 20m ← average
70	7714	5d 8h 33m
80	9768	6d 18h 48m
90	13248	9d 4h 47m
100	21487	14d 22h 7m
Median time: 3d 0h 2m		

Table 40 - Victoria Falls/Livingstone imports: Declaration registered to Print release order - Victoria Falls and Livingstone combined

Release at Victoria Falls Declaration registered to Print release order		
%	minutes	h m d
10	273	0d 4h 33m
20	370	0d 6h 10m
30	370	0d 6h 10m
40	402	0d 6h 42m
50	760	0d 12h 40m
50	834	0d 13h 53m ← average
60	1119	0d 18h 39m
70	1404	0d 23h 24m
80	1404	0d 23h 24m
90	1435	0d 23h 55m
100	1435	0d 23h 55m
Median time: 0d 12h 40m		

Park in Livingstone but release at Victoria Falls Declaration registered to Print release order		
%	minutes	h m d
10	758	0d 12h 38m
20	1317	0d 21h 57m
30	1789	1d 5h 49m
40	4171	2d 21h 31m
50	5882	4d 2h 2m
56	7434	5d 3h 54m ← average
60	13235	9d 4h 35m
70	13243	9d 4h 43m
80	13252	9d 4h 52m
90	13259	9d 4h 59m
100	13259	9d 4h 59m
Median time: 4d 2h 2m		

Release in Livingstone Declaration registered to Print release order		
%	minutes	h m d
10	1399	0d 23h 19m
20	1492	1d 0h 52m
30	2589	1d 19h 9m
40	2906	2d 0h 26m
50	4639	3d 5h 19m
60	5693	3d 22h 53m
62	5897	4d 2h 17m ← average
70	7304	5d 1h 44m
80	9039	6d 6h 39m
90	11242	7d 19h 22m
100	21487	14d 22h 7m
Median time: 3d 5h 19m		

Table 41 - Victoria Falls/Livingstone imports: Declaration registered to Print release order for different release options¹⁸

The average time for entries into the WCO TRS Software database from registration of the declaration in ASYCUDAWorld to print release order was 4 days 2 hours and 20 minutes. When looking at the different possibilities for release available at Victoria Falls, the time until printing the release order for goods released at Victoria Falls was significantly shorter, while the time for those being released at Victoria Falls but parking in Livingstone had the longest average and median times.

These average and median times reflect that, generally speaking, goods released directly at Victoria Falls do not have inspections and can be released immediately. Those that park in Livingstone but are released at Victoria Falls must move to Livingstone and park and the agent return to complete the

¹⁸ For information on interpreting ‘number’ and average times, please see section ‘Interpreting the data in this report’

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process for release at Victoria Falls. Those being released at Livingstons are more likely to have inspections. In both cases, the speed at which the Customs processes are completed is also a function of the time taken by customs agents to present goods and finalize the release order.

As reflected on the tables above, increasing the number of declarations released at Victoria Falls would reduce average times by allowing release at the point of arrival and avoiding the need to travel to Livingstone (and in some cases for the agent to return to obtain release).

CACP Declaration registered to Print release order		
%	minutes	h m d
10	2132	1d 11h 32m
20	3522	2d 10h 42m
30	4776	3d 7h 36m
40	5474	3d 19h 14m
50	7250	5d 0h 49m
55	7959	5d 12h 39m
60	8832	6d 3h 11m
70	9951	6d 21h 51m
80	11448	7d 22h 47m
90	15296	10d 14h 55m
100	20481	14d 5h 21m
Median time: 5d 0h 49m		

← average

Table 42 - Victoria Falls/Livingstone imports: CACP Declaration registered to Print Release order

The table above shows that there was no average time advantage for CACP clients. While CACP clients have deferred duty payments and faster ASYCUDAWorld processing, CACP clients at the border are treated in the same way as other declarants with no processes in place to ensure that they can complete the process of obtaining a release note faster. Without clear benefits in average processing times (and predictability) there is no benefit in joining CACP or remaining a CACP participant.

Green channel: Declaration registered to Print release order		
%	minutes	h m d
10	4500	3d 3h 0m
20	4500	3d 3h 0m
30	4500	3d 3h 0m
40	4639	3d 5h 19m
50	4639	3d 5h 19m
60	4639	3d 5h 19m
67	5481	3d 19h 21m
70	7304	5d 1h 44m
80	7304	5d 1h 44m
90	7304	5d 1h 44m
100	7304	5d 1h 44m
Median time: 3d 5h 19m		

← average

Yellow channel: Declaration registered to Print release order		
%	minutes	h m d
10	402	0d 6h 42m
20	1308	0d 21h 48m
30	1399	0d 23h 19m
40	1412	0d 23h 32m
50	1492	1d 0h 52m
60	1850	1d 6h 50m
70	2906	2d 0h 26m
70	4797	3d 7h 57m
80	8778	6d 2h 18m
90	13259	9d 4h 59m
100	21487	14d 22h 7m
Median time: 1d 0h 52m		

← average

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Red channel: Declaration registered to Print release order				Blue channel: Declaration registered to Print release order		
%	minutes	h m d		%	minutes	h m d
10	1435	0d 23h 55m		10	1526	1d 1h 26m
20	2803	1d 22h 43m		20	2904	2d 0h 24m
30	4171	2d 21h 31m		30	4145	2d 21h 5m
40	4932	3d 10h 12m		40	5407	3d 18h 7m
50	5693	3d 22h 53m		50	5475	3d 19h 15m
60	6908	4d 19h 8m		59	7385	5d 3h 4m
60	5828	4d 1h 7m	← average			← average
70	8123	5d 15h 23m		60	8624	5d 23h 44m
80	8920	6d 4h 39m		70	9821	6d 19h 41m
90	9716	6d 17h 56m		80	11242	7d 19h 22m
100	9716	6d 17h 56m		90	13252	9d 4h 52m
Median time: 3d 22h 53m				Median time: 3d 19h 15m		

Table 43 - Victoria Falls/Livingstone imports: Declaration registered to Print release order by channel¹⁹

Current practice is that declarations are initially channeled to yellow, red or blue, although the data entered into the WCO TRS Software captured a small number of declarations initially channeled green. A significant proportion of declarations arrive at the border still yellow channel (see above). Even with the small number of initial green channel, there was no time advantage for being channeled green. While red channel took longer, as would be expected where an inspection is required, blue channel, which is mainly CACP, had no average time advantage.

From the data entered into the WCO TRS Software, there were only eight queries arising from yellow channel declarations (approximately 10 %). This indicates that there is the potential for many of these to initially be channeled green, subject to proper risk management. Clearance times for yellow channel declarations can be improved by streamlining the process at the CPC. Current practice is that the Examiner reviews the documentation and if there are no queries or the query is resolved, the declaration is forwarded to the Chief Examiner to clear the declaration. This process can be improved and made faster by only having declarations that result in a query being sent to the Chief Examiner. Other declarations can be cleared directly by the Examiner.

¹⁹ Throughout this report, channel is based on initial selectivity only.

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Arrive at gate to Print release order		
%	minutes	h m d
10	172	0d 2h 52m
20	1023	0d 17h 3m
30	1100	0d 18h 20m
40	1174	0d 19h 34m
50	1476	1d 0h 36m
60	2537	1d 18h 17m
70	2953	2d 1h 13m
73	3767	2d 14h 47m ← average
80	7106	4d 22h 26m
90	12013	8d 8h 13m
100	18653	12d 22h 53m
Median time: 1d 0h 36m		

Release at Victoria Falls Arrive at gate to Print release order		
%	minutes	h m d
10	40	0d 0h 40m
20	40	0d 0h 40m
30	62	0d 1h 2m
40	62	0d 1h 2m
50	117	0d 1h 57m
50	142	0d 2h 21m ← average
60	172	0d 2h 52m
70	172	0d 2h 52m
80	292	0d 4h 52m
90	292	0d 4h 52m
100	292	0d 4h 52m
Median time: 0d 1h 57m		

Park at Livingstone but release at Victoria Falls Arrive at gate to Print release order		
%	minutes	h m d
10	493	0d 8h 13m
20	1059	0d 17h 39m
30	1468	1d 0h 28m
40	2546	1d 18h 26m
50	5660	3d 22h 20m
56	6246	4d 8h 6m ← average
60	8927	6d 4h 47m
70	12013	8d 8h 13m
80	12017	8d 8h 17m
90	12034	8d 8h 34m
100	12034	8d 8h 34m
Median time: 3d 22h 20m		

Release at Livingstone Arrive at gate to Print release order		
%	minutes	h m d
10	1011	0d 16h 51m
20	1079	0d 17h 59m
30	1129	0d 18h 49m
40	1174	0d 19h 34m
50	1424	0d 23h 44m
60	1550	1d 1h 50m
70	2704	1d 21h 4m
76	3502	2d 10h 22m ← average
80	7041	4d 21h 21m
90	8640	6d 0h 0m
100	18653	12d 22h 53m
Median time: 0d 23h 44m		

Table 44 - Victoria Falls imports: Arrival at gate to Print Release order

The tables above show the time from arrival at the gate until printing the release order for all declarations and for the different treatments available at Victoria Falls. The average time from arrival at the gate until release at Victoria Falls was shorter than for those that were released in Livingstone or that parked in Livingstone but were then finally released at Victoria Falls. This emphasizes the benefits of increasing the number of declarations released at Victoria Falls.

With the implementation of better risk management and an increase in declarations channeled green (and a reduction in those arriving still in yellow channel), most declarations should be able to be cleared and released at Victoria Falls. Only those requiring physical inspections should be required to go to Livingstone where an inspection is not possible at Victoria Falls. As all arriving trucks must undergo some form of processing at Victoria Falls and arrival is controlled from the Zimbabwe side, this should not increase congestion at the border.

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Border crossing points findings and analysis

Impact of mandatory pre-declaration

Declaration registered to Arrive at gate		
%	minutes	h m d
10	220	0d 3h 40m
20	262	0d 4h 21m
30	308	0d 5h 8m
40	1058	0d 17h 38m
50	1518	1d 1h 18m
56	2569	1d 18h 49m ← average
60	2774	1d 22h 14m
70	3040	2d 2h 40m
80	4289	2d 23h 29m
90	5817	4d 0h 57m
100	22538	15d 15h 38m
Median time: 1d 1h 18m		

Clear declaration before Arrive at gate		
%	minutes	h m d
0	1032	0d 17h 12m ← average
10	90	0d 1h 30m
20	91	0d 1h 31m
30	92	0d 1h 32m
40	160	0d 2h 40m
50	210	0d 3h 30m
60	306	0d 5h 6m
70	1133	0d 18h 53m
80	1222	0d 20h 22m
90	1347	0d 22h 27m
100	7458	5d 4h 18m
Median time: 0d 3h 30m		

Arrive at gate to Clear declaration		
%	minutes	h m d
10	96	0d 1h 36m
20	157	0d 2h 37m
30	199	0d 3h 19m
40	375	0d 6h 15m
50	842	0d 14h 2m
60	970	0d 16h 10m
63	1016	0d 16h 56m ← average
70	1108	0d 18h 27m
80	1378	0d 22h 58m
90	2120	1d 11h 19m
100	7348	5d 2h 28m
Median time: 0d 14h 2m		

Table 45 - Victoria Falls/Livingstone imports: Declaration cleared before Arrive at gate

Although when the data was collected declarations were required to be lodged seven days in advance, the average time from when the declaration was lodged until arrival at the gate was 1d 18h 49m. Only 10 % of declarations had a time greater than four days which is inside the current mandatory seven day pre-declaration period. Managing declarations for road transport with a seven-day lead time is problematic as, for example, agricultural products may not be ready seven days in advance and traffic from South Africa may not be ready seven days in advance. Mandatory pre-declaration should be reviewed for alignment with the WCO SAFE Framework of Standards which states that Customs should not require the advance lodgment of declarations prior to one hour before arrival at the first port in the country of destination.

As can be seen from the above tables, mandatory pre-declaration has meant that there was a proportion of declarations that were cleared prior to arrival at the gate with an average time of clearance prior to arrival of 17 hours and 12 minutes. This average time was also impacted by the fact that payment to ZRA is often made after goods have arrived at the border (see 'Payment' below). In a modern border management environment, most declarations should be cleared prior to arrival at the border.

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Border crossing points findings and analysis



Figure 10 - Enumerator capturing trucks arriving at Victoria Falls

Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	55	0d 0h 55m
20	162	0d 2h 42m
30	320	0d 5h 20m
40	434	0d 7h 14m
50	1596	1d 2h 35m
57	2496	1d 17h 36m ← average
60	2920	2d 0h 40m
70	4035	2d 19h 15m
80	4754	3d 7h 14m
90	5889	4d 2h 9m
100	11932	8d 6h 52m
Median time: 1d 2h 35m		

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Epayment: Validate and assess to ZRA payment received		
%	minutes	h m d
10	106	0d 1h 46m
20	192	0d 3h 12m
30	320	0d 5h 20m
40	419	0d 6h 59m
50	1636	1d 3h 15m
58	2661	1d 20h 20m ← average
60	3218	2d 5h 38m
70	4353	3d 0h 33m
80	4759	3d 7h 19m
90	6037	4d 4h 37m
100	11932	8d 6h 52m
Median time: 1d 3h 15m		

Pay at border: Validate and assess to ZRA payment received		
%	minutes	h m d
10	1028	0d 17h 8m
20	1028	0d 17h 8m
30	1144	0d 19h 4m
40	1144	0d 19h 4m
50	1366	0d 22h 46m
60	1589	1d 2h 29m
70	1589	1d 2h 29m
75	1708	1d 4h 27m ← average
80	3070	2d 3h 10m
90	3070	2d 3h 10m
100	3070	2d 3h 10m
Median time: 0d 22h 46m		

Table 46 - Victoria Falls/Livingstone imports: Validate and assess to ZRA payment received

Average times for the two methods of payment registered for declarations at Victoria Falls/Livingstone did not differ significantly, even allowing for the relatively small number that choose to pay at the border. The timing of payment is a matter within the control of agents and traders.

As can be seen from the tables below, for the data entered into the WCO TRS Software, most payments to ZRA were made after arrival at the border.

The current process where payment must be made before declarations are processed and cleared or routed to green channel can slow the process. Where payment is made at the border, vehicles must wait until declaration processing is complete. Using the mandatory pre-declaration, declarations can be processed (i.e. risk assessed and channeled) prior to payment which would reduce time at the border where payment has not been made prior to arrival (and would potentially encourage payment prior to arrival). In the longer term, a process for deferred payment should be introduced.

Payment received to Arrive at gate		
%	minutes	h m d
10	96	0d 1h 36m
20	234	0d 3h 54m
30	278	0d 4h 38m
40	295	0d 4h 55m
50	693	0d 11h 33m
60	1172	0d 19h 32m
70	1463	1d 0h 23m
79	2012	1d 9h 31m ← average
80	2530	1d 18h 10m
90	4734	3d 6h 54m
100	19995	13d 21h 15m
Median time: 0d 11h 33m		

Arrive at gate to Payment received		
%	minutes	h m d
0	1788	1d 5h 47m ← average
10	12	0d 0h 12m
20	72	0d 1h 12m
30	133	0d 2h 13m
40	307	0d 5h 7m
50	1033	0d 17h 13m
60	1260	0d 21h 0m
70	1570	1d 2h 10m
80	4495	3d 2h 55m
90	5489	3d 19h 29m
100	9342	6d 11h 42m
Median time: 0d 17h 13m		

Table 47 - Victoria Falls/Livingstone import: Payment received to Arrive at gate and Arrive at gate to Payment received

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Clearing the declaration

Once payment is made the risk assessment is made and clearing the declaration proceeds with yellow and red channel having documentary controls (and red channel flagged for physical inspection). Based on the data in the WCO TRS Software it is difficult to draw conclusions for green channel declarations which theoretically should be almost automatically cleared, but they have no time advantage based on the data currently available.

Yellow channel declarations which should require documentary check take nearly 12 hours for the documentary control processes. While some time will be taken addressing any queries (there were eight queries registered in the data entered into the WCO TRS Software), this long average time can also reflect the volumes of yellow channel declarations that are dealt with as well as the need for the Chief Examiner to clear the declaration.

ZRA payment received to Clear declaration		
%	minutes	h m d
10	117	0d 1h 57m
20	138	0d 2h 18m
30	153	0d 2h 33m
40	328	0d 5h 28m
50	838	0d 13h 58m
60	975	0d 16h 15m
63	1156	0d 19h 16m ← average
70	1341	0d 22h 21m
80	1522	1d 1h 22m
90	2255	1d 13h 35m
100	7207	5d 0h 7m
Median time: 0d 13h 58m		

Green channel: ZRA payment received to Clear declaration		
%	minutes	h m d
10	2864	1d 23h 44m
20	2864	1d 23h 44m
30	2864	1d 23h 44m
40	2864	1d 23h 44m
50	5036	3d 11h 55m
50	5036	3d 11h 55m ← average
60	7207	5d 0h 7m
70	7207	5d 0h 7m
80	7207	5d 0h 7m
90	7207	5d 0h 7m
100	7207	5d 0h 7m
Median time: 3d 11h 55m		

Yellow channel: ZRA payment received to Clear declaration		
%	minutes	h m d
10	72	0d 1h 12m
20	118	0d 1h 58m
30	152	0d 2h 32m
40	153	0d 2h 33m
46	703	0d 11h 42m ← average
50	833	0d 13h 53m
60	838	0d 13h 58m
70	1087	0d 18h 7m
80	1433	0d 23h 53m
90	1522	1d 1h 22m
100	1842	1d 6h 42m
Median time: 0d 13h 53m		

Red channel: ZRA payment received to Clear declaration		
%	minutes	h m d
10	121	0d 2h 1m
20	292	0d 4h 52m
30	534	0d 8h 54m
40	1174	0d 19h 34m
50	1212	0d 20h 12m
60	1250	0d 20h 50m
70	1596	1d 2h 36m
75	1769	1d 5h 29m ← average
80	2255	1d 13h 35m
90	6931	4d 19h 31m
100	6931	4d 19h 31m
Median time: 0d 20h 12m		

Table 48 - Victoria Falls/Livingstone imports: ZRA payment received to Clear declaration

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ZCSA and ASYCUDAWorld

Routed to CBRA to CBRA re-routes		
%	minutes	h m d
10	23	0d 0h 23m
20	26	0d 0h 26m
30	66	0d 1h 6m
40	242	0d 4h 2m
50	674	0d 11h 14m
60	720	0d 12h 0m
70	721	0d 12h 1m
80	721	0d 12h 1m
90	729	0d 12h 9m
100	7529	5d 5h 29m
Average time: 0d 12h 43m		
Median time: 0d 11h 14m		

Table 49 - Victoria Falls/Livingstone imports: CBRA (ZCSA) routing

Based on the HS code, ASYCUDAWorld automatically routes to ZCSA those declarations requiring a ZCSA LCPO. ZCSA reviews and then releases the declaration. Declarations are automatically re-routed to continue ZRA processing after twenty-four hours. ZCSA can also block declarations if more than twenty-four hours is required to review the declaration.

Of those routed to ZCSA, the average time from when the declaration was routed to ZCSA to when it was re-routed to blue channel was 12 hours and 43 minutes. Of those entered into the WCO TRS Software, 10 were blocked by ZCSA. The average is influenced by a declaration that took over five days and which appears to have been impacted by system issues where the declaration was re-routed but did not move in ASYCUDAWorld.

ZRA Physical inspections

Only one ZRA physical inspection was entered into the WCO TRS Software for the Victoria Falls border crossing which took fifty-two minutes.

Inspection act sent to supervisor to Clear declaration		
%	minutes	h m d
10	37	0d 0h 37m
20	148	0d 2h 28m
30	204	0d 3h 24m
40	262	0d 4h 22m
50	302	0d 5h 2m
60	343	0d 5h 43m
62	912	0d 15h 11m
70	1053	0d 17h 33m
80	2274	1d 13h 54m
90	2973	2d 1h 33m
100	2973	2d 1h 33m
Median time: 0d 5h 2m		

← average

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Send inspection act to supervisor to Inspection act sent to CPC		
%	minutes	h m d
10	3	0d 0h 3m
20	5	0d 0h 5m
30	12	0d 0h 12m
40	17	0d 0h 17m
50	30	0d 0h 29m
60	42	0d 0h 42m
70	188	0d 3h 8m
75	256	0d 4h 16m
80	887	0d 14h 47m
90	896	0d 14h 56m
100	896	0d 14h 56m
Median time: 0d 0h 29m		

← average

Inspection act sent To CPC to clear declaration		
%	minutes	h m d
10	25	0d 0h 25m
20	131	0d 2h 11m
30	155	0d 2h 35m
40	157	0d 2h 37m
50	179	0d 2h 59m
60	201	0d 3h 21m
70	220	0d 3h 40m
75	656	0d 10h 55m
80	1387	0d 23h 7m
90	2968	2d 1h 28m
100	2968	2d 1h 28m
Median time: 0d 2h 59m		

← average

Table 50 - Victoria Falls/Livingstone imports: Inspection act sent to supervisor to Clear declaration and sub-times

Once physical inspections are completed, the inspection act is sent to the Inspector’s supervisor who then forwards the inspection act to the CPC for query or clearance. Goods are held at the border during this process.

Based on the data entered into the WCO TRS Software, the time for the entire process from when the inspection act was sent to the Supervisor until the declaration was cleared took an average of 15 hours and 11 minutes. The longest average time for sub-processes was from when the inspection act was sent to the CPC until the declaration was cleared. There were no queries captured on the data entered into the WCO TRS Software. The declaration taking over two days from when the inspection act was sent to the CPC until the declaration was cleared appears to have been impacted by ASYCU-DAWorld system issues.

Allowing Inspectors at the border to clear declarations if there are no queries or issues arising from an inspection will reduce delays while goods are held awaiting clearance from the CPC. At the CPC, the Examiner should be able to clear the declaration once any issues and queries are resolved without having to have the Chief Examiner clear the declaration. This will also align with Revised Kyoto Convention Standard 3.40 which states that:

“Goods declared shall be released as soon as the Customs have examined them or decided not to examine them, provided that:

- no offence has been found;
- the import or export license or any other documents required have been acquired;
- all permits relating to the procedure concerned have been acquired; and
- any duties and taxes have been paid or that appropriate action has been taken to ensure their collection.”

CBRAs at the border (Victoria Falls)

Only two CBRA actions were captured at the Victoria Falls border crossing. One was for ZCSA for offset printing machinery which took 41 minutes from when the documents were presented until released by ZCSA. The second was for the Ministry of Agriculture for a consignment of tea which took eight minutes from when the documents were presented until release by the Ministry of Agriculture.

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Port Health is present at Victoria Falls but carries out few cargo checks and inspections. Any checks are usually on goods such as meat and additional checks are carried out at Livingstone.

Due to staffing issues, ZCSA is usually not present at Victoria Falls, but will carry out inspections at Victoria Falls if there is no congestion at the border. Agents often choose to be released at Livingstone as ZRA and ZCSA carry out joint inspections.

Clearing the border

Re-route to Green channel to Print Release order		
%	minutes	h m d
10	45	0d 0h 45m
20	84	0d 1h 24m
30	159	0d 2h 39m
40	181	0d 3h 1m
50	494	0d 8h 14m
60	980	0d 16h 19m
70	1138	0d 18h 58m
80	1362	0d 22h 41m
82	2329	1d 14h 48m ← average
90	11017	7d 15h 37m
100	17553	12d 4h 33m
Median time: 0d 8h 14m		

Table 51 - Victoria Falls/Livingstone imports: Re-route to green channel to Print release order

It took a median time of over eight hours and an average time of over one day for the printing of the release order after the declaration has been re-routed to green channel. The declaration taking twelve days appears to relate to the vehicle arriving at significant time after the declaration had been re-routed to green channel.

The time taken for printing of the release order following re-routing to green channel is often in the hands of agents who decide when to submit documents to obtain release. This is particularly the case for vehicles that are parked at Livingstone but released at Victoria Falls (see below). Increasing the number of declarations released directly at Victoria Falls would reduce time spent at the border without increasing congestion as the arrival of vehicles is already regulated from the Zimbabwe side of the border. We could observe for some declarations that the print of the release order was done long after the exit from the border and the clear declaration. It seems like this was then triggered by the fact that the declaration was not finalised in ASYCUDA and the agent was requested to ask for the release order to be printed.

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Release at Livingstone Exit border to Print release order		
%	minutes	h m d
10	1007	0d 16h 47m
20	1074	0d 17h 54m
30	1099	0d 18h 19m
40	1333	0d 22h 13m
50	1446	1d 0h 6m
60	1530	1d 1h 30m
70	2592	1d 19h 12m
76	3528	2d 10h 47m ← average
80	7027	4d 21h 7m
90	8630	5d 23h 50m
100	18645	12d 22h 45m
Median time: 1d 0h 6m		

Park at Livingstone but release at Victoria Falls Exit border to Print release order		
%	minutes	h m d
10	485	0d 8h 5m
20	1004	0d 16h 44m
30	1449	1d 0h 9m
40	2513	1d 17h 53m
50	2717	1d 21h 17m
55	5350	3d 17h 10m ← average
60	5657	3d 22h 17m
70	8915	6d 4h 35m
80	12007	8d 8h 7m
90	12008	8d 8h 8m
100	12011	8d 8h 11m
Median time: 1d 21h 17m		

Table 52 - Victoria Falls/Livingstone imports: Exit border to Print release order (release/parking at Livingstone)

The release of some consignments at Livingstone and the practice of allowing a limited number of vehicles to park at Livingstone even when being released at Victoria Falls means there is a delay from when vehicles exit the border until printing the release order. For those that were cleared and released at Livingstone it took an average of over two days and a median time of over one day from when goods exited the border at Victoria Falls until printing the release order. For those that were parked at Livingstone, it took an average time of over three and a half days to print the release order after exiting the border.

Some of this average time will be the result of either requirements for physical inspections (limited) and decisions made by clearing agents on when they go to the Customs office to have the release order printed and stamped. This is particularly the case where agents need to return to Victoria Falls to obtain the release order which results in a longer average time until release. While there are clear benefits in terms of speed gained from pre-clearance, better use of risk management would allow a larger number of goods to be released directly at Victoria Falls, reducing average time.

3.1.2 Kazungula

The Kazungula BCP is located on Zambia’s border with Botswana. At the time the study data collection vehicles crossed from Botswana to Zambia by way of a pontoon (see figure 11). The trip across the Zambezi River took approximately five minutes.

During the course of data collection for the study, there was frequently only one pontoon in operation. On occasions all pontoons were out of service which resulted in no traffic arriving from (or departing to) Botswana. This impacted the volume of traffic through the border post during the data collection period. It also means that the volume of traffic exiting the border was regulated by the timings and availability of the pontoons. A new bridge is nearing completion and will open up the border for more traffic, and greater pressure on Customs and CBRAs at the border.

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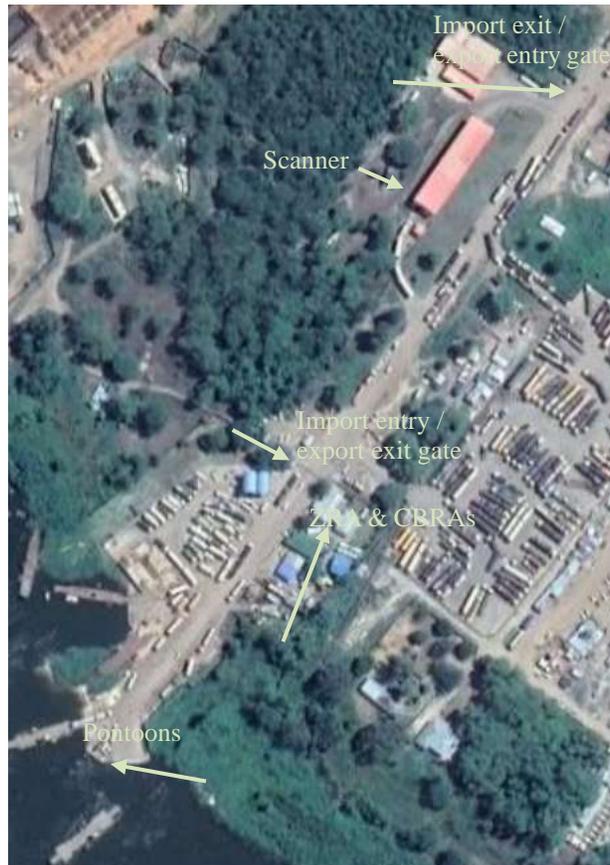


Figure 11 - Kazungula BCP

Total entry and exit times

At Kazungula, once vehicles drive off the pontoon, they arrive at the entrance gate and receive a gate pass. Due to limited parking space and queuing space for the scanner, some trucks pass through the exit gate without having been released and park outside the Customs area. This means that a number of measures need to be looked at for the total time at the border as a gate-to-gate measure will not capture the total time taken.

During the TRS+ data collection, data at the exit gate was collected only for those with a release order as trucks passing through directly only take a few minutes. This also facilitated easier tracking of those vehicles exiting the border without a release order.

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Declaration registered to Print release order		
%	minutes	h m d
10	1420	0d 23h 40m
20	1691	1d 4h 11m
30	1900	1d 7h 40m
40	2818	1d 22h 58m
50	2920	2d 0h 40m
60	4127	2d 20h 47m
70	5277	3d 15h 57m
70	4952	3d 10h 32m ← average
80	5796	4d 0h 36m
90	10211	7d 2h 11m
100	45984	31d 22h 24m
Median time: 2d 0h 40m		

Table 53 - Kazungula imports: Declaration registered to Print release order

From when the declaration was registered in ASYCUDAWorld until the release order was printed took an average of 3d 10h 32m with a median time of 2d 0h 40m. These times are impacted by mandatory pre-declaration and, if a compulsory seven-day pre-declaration is fully implemented, average time should be closer to seven days. The declaration taking over thirty-one days was a result of the goods not arriving at the border until one month after the declaration was registered.

Arrive at gate to Print release order		
%	minutes	h m d
10	205	0d 3h 25m
20	308	0d 5h 8m
30	1103	0d 18h 23m
40	1294	0d 21h 34m
50	1562	1d 2h 2m
60	2594	1d 19h 14m
66	3608	2d 12h 8m ← average
70	5484	3d 19h 24m
80	6983	4d 20h 23m
90	9869	6d 20h 29m
100	13055	9d 1h 35m
Median time: 1d 2h 2m		

Arrive at gate to Exit gate		
%	minutes	h m d
10	10	0d 0h 10m
20	26	0d 0h 26m
30	43	0d 0h 43m
40	94	0d 1h 34m
50	145	0d 2h 25m
60	287	0d 4h 47m
70	429	0d 7h 9m
80	1098	0d 18h 17m
80	479	0d 7h 58m ← average
90	1766	1d 5h 26m
100	1766	1d 5h 26m
Median time: 0d 2h 25m		

Table 54 - Kazungula imports: Arrive at gate to Exit gate/Print release order

From the data entered into the WCO TRS Software, only 12 % of vehicles parked inside the Customs area and the remainder passed through the border and exited and parked outside without being released. Those parked inside the Customs area had a significantly shorter times for release. It is not clear why these trucks should take a shorter time on average. During the data collection only vehicles exiting with a release order were captured to allow this analysis. Times for the printing of release order are often controlled by agents and when they choose to have the processes completed which can account for the longer times for some declarations.

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CACP Declaration registered to Print release order		
%	minutes	h m d
10	933	0d 15h 33m
20	2827	1d 23h 7m
30	5701	3d 23h 1m
40	5701	3d 23h 1m
43	7213	5d 0h 13m
50	7280	5d 1h 20m
60	7280	5d 1h 20m
70	7280	5d 1h 20m
80	13099	9d 2h 19m
90	13371	9d 6h 51m
100	13371	9d 6h 51m
Median time: 5d 1h 20m		

← average

CACP Arrive at gate to Print release order		
%	minutes	h m d
10	6983	4d 20h 23m
20	6983	4d 20h 23m
30	6983	4d 20h 23m
40	7258	5d 0h 58m
50	9424	6d 13h 4m
50	9795	6d 19h 15m
60	11591	8d 1h 11m
70	12902	8d 23h 2m
80	12902	8d 23h 2m
90	13055	9d 1h 35m
100	13055	9d 1h 35m
Median time: 6d 13h 4m		

← average

Table 55 - Kazungula imports - CACP Declaration registered/Arrive at gate to Print release order

Declarations for CACP clients had no advantage in average time based on the data entered into the WCO TRS Software. Particularly for the measurement ‘Arrive at gate to Print release order’ it would be expected that CACP clients would have shorter average and median times. CACP clients have deferred payment of duties and have benefits in the ASYCUDAWorld processing but remain subject to queues for scanning. At the border it was noticed that CACP clients are processed both by customs agents and ZRA in the same way as non-CACP clients.

Green channel Declaration registered to Print release order		
%	minutes	h m d
10	7280	5d 1h 20m
20	7280	5d 1h 20m
30	7280	5d 1h 20m
33	10591	7d 8h 31m
40	11394	7d 21h 54m
50	11394	7d 21h 54m
60	11394	7d 21h 54m
70	13099	9d 2h 19m
80	13099	9d 2h 19m
90	13099	9d 2h 19m
100	13099	9d 2h 19m
Median time: 7d 21h 54m		

← average

Yellow channel Declaration registered to Print release order		
%	minutes	h m d
10	1420	0d 23h 40m
20	1691	1d 4h 11m
30	1879	1d 7h 19m
40	2765	1d 22h 5m
50	2860	1d 23h 40m
60	2996	2d 1h 56m
70	4361	3d 0h 41m
75	4725	3d 6h 45m
80	5508	3d 19h 48m
90	7155	4d 23h 15m
100	45984	31d 22h 24m
Median time: 1d 23h 40m		

← average

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Red channel Declaration registered to Print release order			Blue channel Declaration registered to Print release order		
%	minutes	h m d	%	minutes	h m d
10	5277	3d 15h 57m	10	5701	3d 23h 1m
20	5277	3d 15h 57m	20	5701	3d 23h 1m
30	5277	3d 15h 57m	30	5701	3d 23h 1m
40	5277	3d 15h 57m	40	7280	5d 1h 20m
50	5410	3d 18h 10m	50	7280	5d 1h 20m
50	5410	3d 18h 10m	60	7280	5d 1h 20m
60	5544	3d 20h 24m	67	8784	6d 2h 24m
70	5544	3d 20h 24m	70	13371	9d 6h 51m
80	5544	3d 20h 24m	80	13371	9d 6h 51m
90	5544	3d 20h 24m	90	13371	9d 6h 51m
100	5544	3d 20h 24m	100	13371	9d 6h 51m
Median time: 3d 18h 10m			Median time: 5d 1h 20m		

Table 56 - Kazungula imports: Declaration registered to Print release order by Channel

The table above show the average and median times by channel for the time from when a declaration is registered until the release order is printed. These average times are influenced by mandatory pre-declarations as well as the time taken for border processes.

These tables highlight the impact of a lack of risk management with most declarations channeled to yellow for the purposes of checking value and duties. Average time for green, blue and red channels are heavily influenced by outlying times, however, global best practice is to use risk management to channel a high proportion of declarations to green channel which should have faster overall clearance times.

At the moment, over 80 % of declarations are initially channeled to yellow. From the data entered into the WCO TRS Software, there was only twelve queries for those channeled to yellow (one hundred and thirteen), which also highlights that a large proportion of declarations could potentially be channeled to green (subject to adequate risk management). As noted earlier, clearance times for yellow channel declarations can be improved by streamlining the process at the CPC.

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Green channel Arrive at gate to Print release order			Yellow channel Arrive at gate to Print release order		
%	minutes	h m d	%	minutes	h m d
10	6983	4d 20h 23m	10	176	0d 2h 55m
20	6983	4d 20h 23m	20	240	0d 3h 59m
30	6983	4d 20h 23m	30	733	0d 12h 13m
33	10108	7d 0h 28m	40	1280	0d 21h 19m
40	10286	7d 3h 26m	50	1308	0d 21h 47m
50	10286	7d 3h 26m	60	1592	1d 2h 32m
60	10286	7d 3h 26m	70	2522	1d 18h 2m
70	13055	9d 1h 35m	70	2486	1d 17h 26m
80	13055	9d 1h 35m	80	4808	3d 8h 8m
90	13055	9d 1h 35m	90	7716	5d 8h 35m
100	13055	9d 1h 35m	100	9869	6d 20h 29m
Median time: 7d 3h 26m			Median time: 0d 21h 47m		

Red channel Arrive at gate to Print release order			Blue channel Arrive at gate to Print release order		
%	minutes	h m d	%	minutes	h m d
10	1261	0d 21h 1m	10	6983	4d 20h 23m
20	2706	1d 21h 6m	20	6983	4d 20h 23m
30	2780	1d 22h 20m	30	6983	4d 20h 23m
40	4132	2d 20h 52m	33	10492	7d 6h 52m
50	4288	2d 23h 28m	40	11591	8d 1h 11m
60	4585	3d 4h 25m	50	11591	8d 1h 11m
70	7003	4d 20h 43m	60	11591	8d 1h 11m
80	8134	5d 15h 34m	70	12902	8d 23h 2m
88	10537	7d 7h 37m	80	12902	8d 23h 2m
90	24867	17d 6h 27m	90	12902	8d 23h 2m
100	84676	58d 19h 16min	100	12902	8d 23h 2m
Median time: 2d 23h 28m			Median time: 8d 1h 11m		

Table 57 - Kazungula imports: Arrive at gate to Print release order by channel

As noted above, a high proportion of declarations are still channeled yellow when they arrive at the border (these tables show initial channel at selectivity only). With pre-submission of declarations, best practice is that these have been channeled green by the time they arrive at the border.

This again highlights the importance of using best practice risk management to ensure that consignments representing low risk are released faster than those that represent a higher risk. With the implementation of better risk management and an increase in declarations channeled green (and a reduction in those arriving still in yellow channel) as well as payment as the last step in the process (see Recommendation 17), most declarations should be able to be released quickly.

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Figure 12 - Enumerator working at the import exit gate at Kazungula

Clearing the declaration

Yellow channel ZRA Payment received to Clear declaration		
%	minutes	h m d
10	69	0d 1h 9m
20	122	0d 2h 2m
30	143	0d 2h 23m
40	273	0d 4h 33m
50	435	0d 7h 15m
60	914	0d 15h 14m
70	1294	0d 21h 34m
80	1693	1d 4h 13m
84	2090	1d 10h 49m ← average
90	2998	2d 1h 58m
100	44850	31d 3h 30m
Median time: 0d 7h 15m		

Red channel ZRA Payment received to Clear declaration		
%	minutes	h m d
10	2625	1d 19h 45m
20	2625	1d 19h 45m
30	2625	1d 19h 45m
40	3027	2d 2h 27m
50	3027	2d 2h 27m
60	3027	2d 2h 27m
67	3722	2d 14h 2m ← average
70	5515	3d 19h 55m
80	5515	3d 19h 55m
90	5515	3d 19h 55m
100	5515	3d 19h 55m
Median time: 2d 2h 27m		

Table 58 - Kazungula imports: ZRA payment received to Clear declaration

The tables above show the average times for the clearance process once payment is received and the documentary and other control processes start. For yellow channel declarations it takes two days for the processes to clear the declaration and only twelve queries were registered (out of one hundred and twelve yellow channel declarations). The long average time for yellow channel can reflect the volume of yellow channel declarations that must be managed (over 80% of all declarations are channelled yellow) as well as the requirement for the Chief Examiner to clear the declaration adds time (see Recommendation 5).

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Impact of mandatory pre-declaration

Clear declaration to Arrive at gate				Arrive at gate to Clear declaration			
%	minutes	h m d		%	minutes	h m d	
0	1242	0d 20h 42m	← average	10	109	0d 1h 49m	
10	93	0d 1h 33m		20	145	0d 2h 25m	
20	268	0d 4h 28m		30	298	0d 4h 58m	
30	321	0d 5h 21m		40	380	0d 6h 20m	
40	927	0d 15h 27m		50	1377	0d 22h 57m	
50	1115	0d 18h 35m		60	1537	1d 1h 37m	
60	1153	0d 19h 13m		70	1569	1d 2h 9m	
70	1286	0d 21h 26m		70	2643	1d 20h 2m	← average
80	1374	0d 22h 54m		80	5332	3d 16h 52m	
90	4065	2d 19h 45m		90	8317	5d 18h 37m	
100	4117	2d 20h 37m		100	12626	8d 18h 26m	
Median time: 0d 18h 35m				Median time: 0d 22h 57m			

Table 59 - Kazungula imports: Clear declaration to Arrive at gate and Arrive at gate to Clear declaration

The above tables show that with the introduction of mandatory pre-clearance thirty-nine percent of declarations were cleared prior to arrival at the gate.

For the data entered into the WCO TRS Software, nineteen declarations were registered after the vehicle's arrival at the entry gate (out of one hundred and sixty). The average time for pre-registration before arrival at the gate was just over two-days. This reflects issues for many traders and agents in complying with the seven-day mandatory pre-declaration and closer alignment with the SAFE Framework of Standards for pre-arrival declarations will simplify the process for traders, agents and ZRA. The data in the tables below indicates that most declarations could potentially be submitted within one hour of arrival and by moving the payment process until immediately prior to re-routing the declaration to green there is the potential to speed up the processes.

Declaration registered to Arrive at gate				Arrive at gate to Declaration registered			
%	minutes	h m d		%	minutes	h m d	
10	297	0d 4h 57m		0	5272	3d 15h 52m	← average
20	1374	0d 22h 54m		10	1281	0d 21h 21m	
30	1431	0d 23h 51m		20	4056	2d 19h 36m	
40	1496	1d 0h 56m		30	4073	2d 19h 53m	
50	1598	1d 2h 38m		40	4602	3d 4h 42m	
60	1681	1d 4h 1m		50	5464	3d 19h 3m	
70	2665	1d 20h 25m		60	6325	4d 9h 25m	
80	3288	2d 6h 48m		70	7197	4d 23h 57m	
80	3307	2d 7h 7m	← average	80	7201	5d 0h 1m	
90	4989	3d 11h 9m		90	7445	5d 4h 5m	
100	44901	31d 4h 21m		100	7445	5d 4h 5m	
Median time: 1d 2h 38m				Median time: 3d 19h 3m			

Table 60 - Kazungula imports: Submit declaration to Arrive at gate and Arrive at gate to Submit declaration

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Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	25	0d 0h 25m
20	60	0d 1h 0m
30	140	0d 2h 20m
40	204	0d 3h 24m
50	588	0d 9h 48m
60	1439	0d 23h 59m
61	1473	1d 0h 33m ← average
70	1647	1d 3h 27m
80	2657	1d 20h 17m
90	3208	2d 5h 28m
100	13026	9d 1h 6m
Median time: 0d 9h 48m		

Epayment Validate and assess to ZRA payment received		
%	minutes	h m d
10	25	0d 0h 25m
20	36	0d 0h 36m
30	143	0d 2h 23m
40	230	0d 3h 50m
50	1133	0d 18h 53m
59	1456	1d 0h 15m ← average
60	1581	1d 2h 21m
70	1880	1d 7h 20m
80	2792	1d 22h 32m
90	4118	2d 20h 38m
100	5947	4d 3h 7m
Median time: 0d 18h 53m		

Pay at border Validate and assess to ZRA payment received		
%	minutes	h m d
10	97	0d 1h 37m
20	101	0d 1h 41m
30	122	0d 2h 2m
40	150	0d 2h 30m
50	218	0d 3h 38m
60	347	0d 5h 47m
70	712	0d 11h 52m
70	563	0d 9h 23m ← average
80	1312	0d 21h 51m
90	1666	1d 3h 46m
100	1715	1d 4h 35m
Median time: 0d 3h 38m		

Table 61 - Kazungula imports: Validate and assess to ZRA payment received

The average time from validate and assess to payment to ZRA was 1d 0h 33m. Most payments are made by Epayment and the average and median time for these payments would be influenced by mandatory pre-declaration whereby submitting declarations agents and traders have, in effect, additional time to make payment.

The tables below show the average time from both ZRA payment received and arrive at the gate and arrival at the gate to payment received. This shows that the proportions between those arriving at the gate prior to payment and those that pay prior to arrival were roughly equal. As declarations are not processed until after payment, there can be delays while vehicles wait (see Recommendation 17). Delays can be exacerbated as most declarations are channeled yellow and require documentary controls and so must wait at the border while these are completed. Median times (which are close) are most useful to look at as the average for ZRA payment received to arrive at the gate is influenced by an outlying time.

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ZRA payment received to Arrive at gate			Arrive at gate to ZRA payment received		
%	minutes	h m d	%	minutes	h m d
10	174	0d 2h 54m			
20	1057	0d 17h 37m			
30	1244	0d 20h 44m			
40	1383	0d 23h 3m			
50	1445	1d 0h 5m			
60	1478	1d 0h 38m			
70	2454	1d 16h 54m			
80	2956	2d 1h 16m			
82	3419	2d 8h 59m	0	2537	1d 18h 16m
90	4469	3d 2h 29m			
100	44778	31d 2h 18m			
Median time: 1d 0h 5m			Median time: 0d 21h 21m		

Table 62 - Kazungula imports: ZRA payment received to Arrive at gate and Arrive at gate to ZRA payment received

ZCSA and ASYCUDAWorld

Routed to ZCSA to ZCSA release		
%	minutes	h m d
10	119	0d 1h 59m
20	119	0d 1h 59m
30	119	0d 1h 59m
33	157	0d 2h 37m
40	171	0d 2h 51m
50	171	0d 2h 51m
60	171	0d 2h 51m
70	182	0d 3h 2m
80	182	0d 3h 2m
90	182	0d 3h 2m
100	182	0d 3h 2m
Median time: 0d 2h 51m		

Table 63 - Kazungula imports: Routed to ZCSA to ZCSA release

Only three of the declarations entered into the WCO Software were routed to ZCSA and only one was blocked. These were released on average within a few hours.

Based on the HS code, ASYCUDAWorld automatically routes to ZCSA those declarations requiring a ZCSA LCPO. ZCSA reviews and then releases the declaration. Declarations are automatically re-routed to continue ZRA processing after twenty-four hours. ZCSA can also block declarations if more than twenty-four hours is required to review the declaration.

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Scanner

Arrive at gate to Scan start		
%	minutes	h m d
10	6	0d 0h 6m
20	8	0d 0h 8m
30	10	0d 0h 10m
40	23	0d 0h 23m
50	25	0d 0h 25m
60	75	0d 1h 15m
70	78	0d 1h 18m
80	83	0d 1h 23m
82	183	0d 3h 2m ← average
90	255	0d 4h 15m
100	1445	1d 0h 5m
Median time: 0d 0h 25m		

Table 64 - Kazungula imports: Arrive at gate to Scan start

Based on data entered into the WCO TRS Software, scanning was completed in an average time of 0d 3h 2m after arrival at the gate. Many trucks pass through the exit gate (see above) and must return for scanning.

Current practice is that the scanning result is printed and stamped and given to the driver once the scan results are recorded in the stand-alone system that supports the scanner. This results in queueing at the scanner, particularly if there are staff shortages. Any follow-up inspections must be managed either by Customs staff at the scanner or be communicated manually to Inspectors.

There is no risk management applied as to which trucks are scanned. The decision to scan is based mainly on whether trucks are covered or containers and is done to ensure all goods are declared and the correct type of goods are declared. Best practice is to scan when there is a suspicion that something is not declared and not for all or a majority of trucks. The decision to scan should be made by the risk management system and, in exceptional cases, by officers at the border with a requirement that the selection be justified. Results of the scan should be sent to the risk section to capture any local risks.

Clear declaration before Scan starts		
%	minutes	h m d
0	736	0d 12h 15m ← average
10	68	0d 1h 8m
20	68	0d 1h 8m
30	396	0d 6h 36m
40	396	0d 6h 36m
50	760	0d 12h 39m
60	1123	0d 18h 43m
70	1123	0d 18h 43m
80	1355	0d 22h 35m
90	1355	0d 22h 35m
100	1355	0d 22h 35m
Median time: 0d 12h 39m		

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Table 65 - Kazungula imports: Declaration cleared prior to scanning

Based on data captured from ASYCUDAWorld and at the border, a number of trucks were scanned after the declaration was cleared (around 40 %). If there is a result from the declaration, current practice is that an amendment is made to the declaration. In these cases, it would need to be done after clearance, but before release which creates further delays for these and other declarations.

ZRA physical inspections

Physical inspection starts to Physical inspection ends		
%	minutes	h m d
10	61	0d 1h 1m
20	61	0d 1h 1m
30	61	0d 1h 1m
40	61	0d 1h 1m
50	68	0d 1h 7m
50	68	0d 1h 7m ← average
60	74	0d 1h 14m
70	74	0d 1h 14m
80	74	0d 1h 14m
90	74	0d 1h 14m
100	74	0d 1h 14m
Median time: 0d 1h 7m		

Table 66 - Kazungula imports: ZRA physical inspection starts to ZRA physical inspection ends

Twenty-three red channel were captured in the data entered into the WCO TRS Software and six physical inspections were entered. Physical inspection covers the time from when the Inspector leaves the office to when the Inspector returns to the office. In most cases, Inspectors will undertake a number of inspections at a time and may be required to pass through the exit gate to conduct inspections where the truck has already passed the exit gate without being cleared.

Inspection act sent to CPC To clear declaration			
%	minutes	h m d	
10	1004	0d 16h 44m	
20	1152	0d 19h 12m	
30	1295	0d 21h 35m	
40	1464	1d 0h 24m	
50	1786	1d 5h 45m	
60	2374	1d 15h 34m	
70	2771	1d 22h 11m	
79	3024	2d 2h 23m	Average
80	4105	2d 20h 25m	
90	5718	3d 23h 18m	
100	18507	12d 20h 27min	
Median time: 1d 5h 45m			

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Table 67 - Kazungula imports: Inspection act sent to CPC to Clear declaration

Once the inspection is completed, the Inspector sends the inspection act to her or his supervisor. Only six entries into the WCO TRS Software was made for sending an inspection act from the Inspector to the Supervisor which took and the average time was 1h 26 minutes. There are currently plans in place to remove this step.

If there is no action by the Supervisor, the inspection act is sent to the CPC. The table above shows that for the declarations where a time was entered for this sub-process it took an average time of 1d 5h 45min. There were four queries captured in the data entered which took a median time of 2 days 22 hours and 38 minutes from when the inspection act was sent to the CPC until the query was resolved.

To further speed up the process, where there are no results from an inspection, goods should be able to be released directly at the border by the Inspector without having to wait for the inspection act to go to the CPC. At the CPC, the Examiner should be able to clear the declaration once queries and issues arising from the inspection have been resolved without having to have the Chief Examiner clear the declaration. This would prevent goods being held at the border while CPC processes are being completed, particularly where there are no queries arising from the inspection.

CBRAs at the border

Present documents to CBRA to CBRA release		
%	minutes	h m d
10	182	0d 3h 2m
20	182	0d 3h 2m
30	182	0d 3h 2m
40	182	0d 3h 2m
50	2152	1d 11h 52m
50	2152	1d 11h 52m ← average
60	4122	2d 20h 42m
70	4122	2d 20h 42m
80	4122	2d 20h 42m
90	4122	2d 20h 42m
100	4122	2d 20h 42m
Median time: 1d 11h 52m		

Table 68 - Kazungula imports: Present documents to CBRA to CBRA release

Data from only two CBRAs processes at the border have been entered in the WCO TRS Software to date, both for ZCSA. One was for cooling fans (2d 20h 42m) and the other for the twice cordage or rope (0d 3h 2m).

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Exiting the border

Re-route to green channel to Print release order		
%	minutes	h m d
10	55	0d 0h 55m
20	136	0d 2h 16m
30	287	0d 4h 47m
40	893	0d 14h 53m
50	1010	0d 16h 50m
60	1064	0d 17h 44m
70	1132	0d 18h 52m
80	1192	0d 19h 52m
80	1153	0d 19h 12m ← average
90	3909	2d 17h 9m
100	6975	4d 20h 15m
Median time: 0d 16h 50m		

Table 69 - Kazungula imports: Re-route to green channel to Print release order

It took an average time of 0d 19h 12m from when the declaration was re-routed to green channel until the release order was printed. It is largely in the hands of agents as to when they decide to have the release order printed.

Print release order to Exit border		
%	minutes	h m d
10	50	0d 0h 50m
20	50	0d 0h 50m
30	62	0d 1h 2m
40	62	0d 1h 2m
50	184	0d 3h 4m
60	307	0d 5h 7m
70	307	0d 5h 7m
75	468	0d 7h 48m ← average
80	1453	1d 0h 13m
90	1453	1d 0h 13m
100	1453	1d 0h 13m
Median time: 0d 3h 4m		

Table 70 - Kazungula imports: Print release order to Exit border

For those vehicles that remained inside the border area, it took an average time of 0d 7h 48m from when the release order was printed to when the vehicle departed the border. The study only collected times for gate exit for those vehicles with a release order. Times for exiting the Customs area at the border after the printing of the release order is largely a matter for drivers and agents.

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3.1.3 Kenneth Kaunda International Airport

Kenneth Kaunda International Airport is located approximately twenty kilometers east of Lusaka and is Zambia's main international airport.

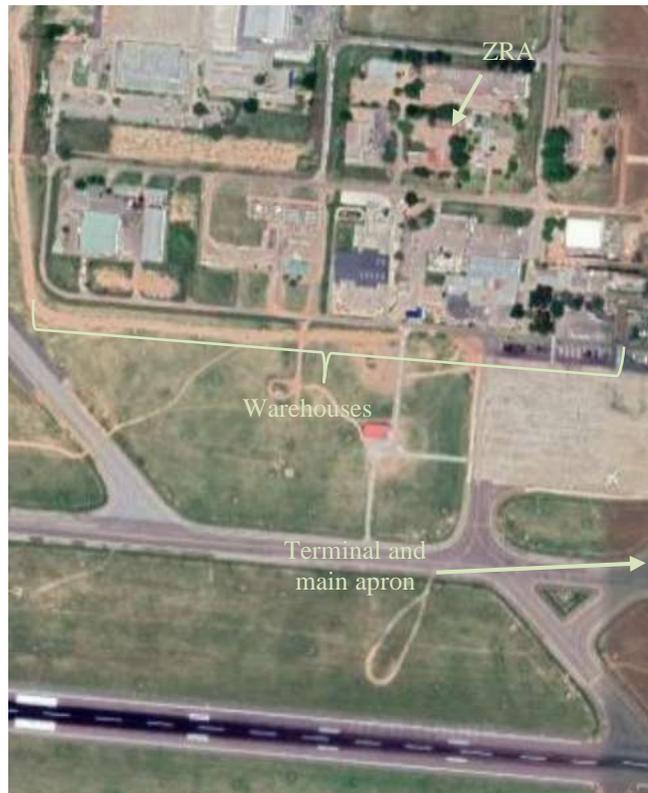


Figure 13 - Kenneth Kaunda International Airport

Total entry and exit times

Once the aircraft arrives, the manifest is presented at the ground handler transit shed. The details of the master airway bill are registered in a manual ledger. A proportion of goods are then transferred to warehouses operated by agents other than the ground handlers using a manual transfer process. The arrival is then in turn registered in another manual ledger. Agents then organize for any ZRA and CBRA inspections to take place. There are few inspections coordinated with ZRA and CBRA. Once the declaration is re-routed to green channel by ZRA, the agents organize for the release order to be printed. The final step in the process is a 'manual exit', where the airway bill and declaration are acquitted at the warehouse and the goods can depart the airport.

The heavily manual processes at the airport can add to the time taken. It puts agents firmly in control of the clearance and release process as they decide what activities occur and when.

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Declaration registered to Manual exit			Aircraft arrives to Manual exit				
%	minutes	h m d	%	minutes	h m d		
10	363	0d 6h 3m	10	3021	2d 2h 21m		
20	1584	1d 2h 24m	20	3183	2d 5h 3m		
30	2755	1d 21h 55m	30	4366	3d 0h 46m		
40	2937	2d 0h 57m	40	4372	3d 0h 51m		
50	3514	2d 10h 34m	50	4454	3d 2h 14m		
50	3617	2d 12h 17m	← average	60	5741	3d 23h 41m	← average
60	4318	2d 23h 58m	60	5486	3d 19h 25m		
70	4408	3d 1h 28m	70	6992	4d 20h 32m		
80	4795	3d 7h 55m	80	8332	5d 18h 52m		
90	7379	5d 2h 59m	90	11337	7d 20h 57m		
100	8847	6d 3h 27m	100	11389	7d 21h 49m		
Median time: 2d 10h 34m			Median time: 3d 2h 14m				

Table 71 – KKIA imports: Total entry and exit times

From the data entered into the WCO TRS Software, the tables above show average and median times from when the declaration was submitted, and the aircraft arrives until manual exit. Goods spent an average and median time of over three days at the airport after the goods arrive.

CACP Declaration registered to Manual exit			CACP Aircraft arrives to Manual exit				
%	minutes	h m d	%	minutes	h m d		
10	363	0d 6h 3m	10	3293	2d 6h 53m		
20	363	0d 6h 3m	20	3293	2d 6h 53m		
30	363	0d 6h 3m	30	3293	2d 6h 53m		
33	4179	2d 21h 39m	← average	33	4755	3d 7h 14m	← average
40	4795	3d 7h 55m	40	4777	3d 7h 37m		
50	4795	3d 7h 55m	50	4777	3d 7h 37m		
60	4795	3d 7h 55m	60	4777	3d 7h 37m		
70	7379	5d 2h 59m	70	6194	4d 7h 14m		
80	7379	5d 2h 59m	80	6194	4d 7h 14m		
90	7379	5d 2h 59m	90	6194	4d 7h 14m		
100	7379	5d 2h 59m	100	6194	4d 7h 14m		
Median time: 3d 7h 55m			Median time: 3d 7h 37m				

Table 72 – KKIA imports: CACP total entry and exit times

From the data entered into the WCO TRS Software, there was no time advantage for CACP clients. Average and median times are similar as for all declarations at the airport.

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Green channel Declaration registered to manual exit			
%	minutes	h m d	
10	4434	3d 1h 54m	
20	4476	3d 2h 36m	
30	5652	3d 22h 12m	
40	8671	6d 0h 31m	
50	10163	7d 1h 23m	
60	11380	7d 21h 40m	
67	14449	10d 0h 49m	Average
70	18332	12d 17h 32m	
80	18361	12d 18h 1m	
90	18912	13d 3h 12m	
100	59257	41d 3h 23min	
Median time: 7d 1h 23m			

Yellow channel Declaration registered to manual exit			
%	minutes	h m d	
10	1706	1d 4h 26m	
20	2764	1d 22h 4m	
30	3111	2d 3h 51m	
40	4278	2d 23h 18m	
50	5849	4d 1h 29m	
60	7448	5d 4h 8m	
61	8280	5d 18h 0m	Average
70	8977	6d 5h 37m	
80	10425	7d 5h 45m	
90	13070	9d 1h 50m	
100	69355	48d 3h 55min	
Median time: 4d 1h 29m			

Red channel Declaration registered to manual exit			
%	minutes	h m d	
10	2980	2d 1h 40m	
20	4389	3d 1h 9m	
30	5635	3d 21h 55m	
40	7187	4d 23h 47m	
50	10106	7d 0h 26m	
59	10410	7d 5h 29m	Average
60	10506	7d 7h 6m	
70	11540	8d 0h 20m	
80	13276	9d 5h 16m	
90	14596	10d 3h 16m	
100	50664	35d 4h 24min	
Median time: 7d 0h 26m			

Blue channel Declaration registered to manual exit			
%	minutes	h m d	
10	1540	1d 1h 40m	
20	2763	1d 22h 3m	
30	2854	1d 23h 34m	
40	8720	6d 1h 20m	
50	10233	7d 2h 33m	
60	11676	8d 2h 36m	
61	11820	8d 4h 59m	Average
70	13034	9d 1h 14m	
80	14380	9d 23h 40m	
90	15753	10d 22h 33m	
100	72166	50d 2h 46min	
Median time: 7d 2h 33m			

Table 73 – KKIA imports: Total entry and exit times by channel

In total three hundred and seventy-four declarations were entered in the WCO TRS Software. Yellow and red channel was almost 85 % of the declarations. For green, red and blue channel the median time was almost the same, just over seven days from the time the declaration was registered in ASYCUDA to manual exit. However, for yellow channel the median time was significantly shorter with just over four days. The blue channel is generally CACP declarations.

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Goods arrive in Ground handlers warehouse to Manual exit		
%	minutes	h m d
10	2977	2d 1h 37m
20	3204	2d 5h 24m
30	4330	3d 0h 10m
40	4336	3d 0h 15m
50	4418	3d 1h 38m
60	5472	3d 19h 12m
60	5722	3d 23h 21m ← average
70	6992	4d 20h 32m
80	8312	5d 18h 32m
90	11304	7d 20h 24m
100	11356	7d 21h 16m
Median time: 3d 1h 38m		

Table 74 – KKIA imports: Goods arrive in Ground handlers’ warehouse to Manual exit

The table above shows another perspective on the time taken until imported goods exit the airport. There was an average time of 3d 23h 21m for goods from when they arrived in the ground handler’s warehouses until manual exit. The ground handler is responsible for unloading the goods from the aircraft and taking them their warehouse. If being cleared by an agent other than the ground handler, the goods may then be transferred using a manual transfer process to the agent’s warehouse from where they will get manual exit (see above and Annex 5.5 Process maps).

Impact of mandatory pre-declaration

Declaration registered to Aircraft arrives		
%	minutes	h m d
10	108	0d 1h 47m
20	568	0d 9h 28m
30	1123	0d 18h 43m
40	2159	1d 11h 59m
50	3044	2d 2h 44m
60	3115	2d 3h 55m
70	3620	2d 12h 19m
80	7785	5d 9h 45m
80	4874	3d 9h 14m ← average
90	16476	11d 10h 36m
100	21469	14d 21h 49m
Median time: 2d 2h 44m		

Aircraft arrives to Declaration registered		
%	minutes	h m d
0	5014	3d 11h 34m ← average
10	48	0d 0h 48m
20	1339	0d 22h 19m
30	2699	1d 20h 59m
40	3309	2d 7h 9m
50	3454	2d 9h 34m
60	4061	2d 19h 41m
70	5771	4d 0h 11m
80	5986	4d 3h 46m
90	8400	5d 20h 0m
100	41856	29d 1h 36m
Median time: 2d 9h 34m		

Table 75 – KKIA imports: Declaration submission and aircraft arrival²⁰

²⁰ Please see the section ‘Interpreting the data in this report’ to understand anomalies in average times and data entered into the WCO TRS Software.

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The tables above highlight that there was a proportion of declarations being submitted after the aircraft arrived. There was a median time of more than two days for those declarations submitted after the aircraft arrived.

Aircraft arrives to Clear declaration		
%	minutes	h m d
10	1480	1d 0h 40m
20	1915	1d 7h 55m
30	3192	2d 5h 12m
40	3427	2d 9h 7m
50	4119	2d 20h 39m
59	4986	3d 11h 5m ← average
60	5769	4d 0h 9m
70	6196	4d 7h 16m
80	7522	5d 5h 22m
90	9677	6d 17h 17m
100	11343	7d 21h 3m
Median time: 2d 20h 39m		

Clear declaration to Aircraft arrives		
%	minutes	h m d
0	7375	5d 2h 54m ← average
10	1417	0d 23h 37m
20	1417	0d 23h 37m
30	1417	0d 23h 37m
40	1698	1d 4h 18m
50	1698	1d 4h 18m
60	1698	1d 4h 18m
70	19009	13d 4h 49m
80	19009	13d 4h 49m
90	19009	13d 4h 49m
100	19009	13d 4h 49m
Median time: 1d 4h 18m		

Table 76 – KKIA imports: Aircraft arrival to Clear declaration and Clear declaration to Aircraft arrives

A small proportion of declarations were cleared prior to the arrival of the aircraft. This is unlike the land borders where a higher proportion were cleared before arrival at the border. Processing declarations before the requirement to pay (see also Victoria Falls/Livingstone and Kazungula) may also encourage earlier submission and payment.

Clearing the declaration

Yellow channel ZRA payment received to Clear declaration		
%	minutes	h m d
10	100	0d 1h 40m
20	244	0d 4h 3m
30	422	0d 7h 2m
40	782	0d 13h 1m
50	1097	0d 18h 17m
60	1214	0d 20h 13m
70	1540	1d 1h 40m
76	2004	1d 9h 24m ← average
80	3024	2d 2h 24m
90	5932	4d 2h 52m
100	12625	8d 18h 25m
Median time: 0d 18h 17m		

Table 77 - KKIA imports: ZRA payment received to Clear declaration

Once payment has been received by ZRA, the clearance process can continue, and documentary controls undertaken before the declaration is cleared.

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For the yellow channel it took a median time of 0d 18h and 17m to complete the processes to clear the declaration after payment was received and an average time of 1d 9h 24m. While some time can be taken for queries, only 8 % of the yellow channel declarations had a query registered in the data available. This long time can reflect the high volume of declarations channelled yellow and the consequent need to check a large number of declarations. Improved risk management and a higher number of declarations channelled green as well as allowing the Examiner to clear the declaration directly or once any queries are resolved would speed up this process.

Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	69	0d 1h 9m
20	136	0d 2h 16m
30	191	0d 3h 11m
40	296	0d 4h 56m
50	598	0d 9h 58m
60	1363	0d 22h 43m
70	1446	1d 0h 6m
74	1826	1d 6h 26m ← average
80	2593	1d 19h 13m
90	7347	5d 2h 27m
100	12594	8d 17h 54m
Median time: 0d 9h 58m		

Table 78 – KKIA imports: Validate and assess to ZRA payment received

Once declarations were submitted, it took an average of over one day for payment to be made. All payments recorded for the data entered into the WCO TRS Software to date was for Epayment. The time for payment – in the hands of agents and traders – represents a barrier to faster clearance times. As with the land borders, payment as the last step in the clearance process can speed up time that goods are at the airport.

ZRA physical inspections

There was seventy-seven ZRA physical inspection captured in the data entered in the WCO TRS Software. It took 0d 0h 24m from when the physical inspection act was sent by the Inspector to the Supervisor and a further 1d 17h 22m from when it was sent to the CPC until the declaration was cleared.

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Exiting the airport

Re-route to green channel to Print release order		
%	minutes	h m d
10	93	0d 1h 33m
20	194	0d 3h 14m
30	538	0d 8h 58m
40	812	0d 13h 32m
50	927	0d 15h 27m
60	992	0d 16h 32m
70	1065	0d 17h 45m
80	1304	0d 21h 44m
89	1489	1d 0h 49m ← average
90	2897	2d 0h 17m
100	16211	11d 6h 11m
Median time: 0d 15h 27m		

Print release order to Manual exit		
%	minutes	h m d
10	26	0d 0h 26m
20	114	0d 1h 54m
30	294	0d 4h 54m
40	323	0d 5h 23m
50	836	0d 13h 55m
57	1262	0d 21h 2m ← average
60	1467	1d 0h 27m
70	1541	1d 1h 41m
80	1577	1d 2h 17m
90	2969	2d 1h 29m
100	5875	4d 1h 55m
Median time: 0d 13h 55m		

Table 79 - KKIA: Re-route to green channel to Print release order and Print release order to Manual exit

Once the declaration has been re-routed to green channel, it is largely in the hands of agents and traders as to how quickly goods leave the airport. Agents go to the Customs office and have documents checked and stamped and the release order printed. When it is time for the goods to exit the airport, a manual exit note is generated at the transit sheds operated by ZRA at the agent warehouse. The goods must then be acquitted against the manual ledger in the transit shed at the ground handler’s warehouse.

The need to move around the airport (a large area) to the different offices as well as the manual processes in place at the airport can contribute to the extended time for goods to depart the airport. Both the time from re-route to green channel to printing the release order and from printing of the release order to manual exit are times that are largely controlled by agents (for printing the release order) and traders (manual exit).

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Border crossing points findings and analysis

3.2 Exports

3.2.1 Victoria Falls

Exports at Victoria Falls are controlled in a way not to cause any congestion at either side of the border. To exit Zambia there is a need for an exit gate pass and that will not be produced before the exporter can provide an entry number of the declaration from the Zimbabwe side. The border post is open from 0600-2200 seven days a week and commercial clearance can take place between 0800 -1700.

In Victoria Falls, the possibilities to do physical examinations are very limited and if selected for physical control, this is normally carried out in Livingstone.

Declaration registered to Exit Border			Present documents at the counter to exit border		
%	minutes	h m d	%	minutes	h m d
10	2606	1d 19h 26m	10	6	0d 0h 6m
20	3928	2d 17h 28m	20	12	0d 0h 12m
30	4391	3d 1h 11m	30	15	0d 0h 15m
40	5389	3d 17h 49m	40	19	0d 0h 19m
50	7205	5d 0h 5m	50	21	0d 0h 21m
60	9987	6d 22h 27m	60	25	0d 0h 25m
70	11705	8d 3h 5m	70	30	0d 0h 30m
72	12734	8d 20h 13m	80	40	0d 0h 40m
80	18853	13d 2h 13m	89	53	0d 0h 53m
90	25615	17 18h 55m	90	61	0d 1h 1m
100	65695	45d 14h 55min	100	2425	1d 16h 25min
Median time: 5d 0h 5m			Median time: 0d 0h 21m		
Average			Average		

Table 80 – Victoria Falls Export; Declaration registered to Exit border and Present documents to exit border

The tables above show clearly that the time spent at the border is very short. With an increased number of declarations channelled to green the total time for the process will be reduced.

Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	68	0d 1h 8m
20	127	0d 2h 7m
30	194	0d 3h 14m
40	252	0d 4h 12m
50	699	0d 11h 39m
60	1181	0d 19h 41m
70	1341	0d 22h 21m
80	1865	1d 7h 5m
80	2096	1d 10h 56m
90	2905	2d 0h 25m
100	164139	113d 23h 39min
Median time: 0d 11h 39m		
Average		

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Border crossing points findings and analysis

Export duties are paid on a number of commodities. The above table shows a median time of 11h 39m for payment. The declaration taking more than 113 days was registered a month before arriving at the border and payment was done two and a half months after exit. Time at the border was just over an hour.

Time for the export process can be reduced further with introduction of deferred payment.

3.2.2 Kazungula

Exports in Kazungula are currently regulated by the movement, availability, and capacity of the pontoons that carry vehicles over the Zambezi River from Zambia to Botswana. Some trucks proceed through the gate immediately, while others enter the border post only while final formalities are undertaken (i.e. printing of the release order) before exiting the border in time to board a pontoon (see also Figure 11). Movement of vehicles regulated by security guards that operate outside the gate through which exports pass and also the pontoon operator.

As noted in the imports section, during the data collection period there was often only one pontoon – and occasionally no pontoons – operating which impacted the flow and volumes of vehicles passing through the border. A new bridge is nearing completion which will increase the follow of traffic.

Total entry and exit times

One hundred export declarations were entered into the WCO TRS Software and the tables below shows the times taken for different processes. Only a few were CACP clients.

Arrive at gate to exit border				Declaration registered to exit border				CACP: Declaration registered to Exit border			
%	minutes	h	m d	%	minutes	h	m d	%	minutes	h	m d
10	35	0d	0h 35m	10	1224	0d	20h 24m	10	24	0d	0h 24m
20	44	0d	0h 44m	20	1496	1d	0h 56m	20	24	0d	0h 24m
30	60	0d	1h 0m	30	2296	1d	14h 15m	25	1357	0d	22h 36m
40	65	0d	1h 5m	40	2665	1d	20h 25m	30	1516	1d	1h 16m
50	82	0d	1h 22m	50	2866	1d	23h 45m	40	1516	1d	1h 16m
60	93	0d	1h 33m	60	3045	2d	2h 45m	50	1540	1d	1h 40m
70	123	0d	2h 3m	70	4189	2d	21h 49m	60	1565	1d	2h 5m
80	143	0d	2h 23m	71	4418	3d	1h 38m	70	1565	1d	2h 5m
82	183	0d	3h 2m	80	5904	4d	2h 24m	80	2322	1d	14h 42m
90	789	0d	13h 9m	90	9852	6d	20h 12m	90	2322	1d	14h 42m
100	913	0d	15h 13m	100	27571	19d	3h 31m	100	2322	1d	14h 42m
Median time: 0d 1h 22m				Median time: 1d 23h 45m				Median time: 1d 1h 40m			

Table 81 - Kazungula exports: Arrive at gate to Exit border and Declaration registered to Exit border

As noted above, the time that vehicles are in the Customs area is often short due to the operation of the pontoons as well as limited space at the border. Based on the data currently entered in the WCO TRS Software, one hundred vehicles had times for exiting the gate to proceed to the pontoon. These vehicles spent a short time in the border.

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Another way of looking at the total times is the average time taken from when the declaration is registered until the release order is printed.

It is worth noting in the table below that one declaration took 219 days to complete this process. This declaration was submitted in 2019 prior to introduction of self-assessment.

Declaration registered to Print release order		
%	minutes	h m d
10	241	0d 4h 1m
20	1311	0d 21h 51m
30	1667	1d 3h 47m
40	4100	2d 20h 20m
50	4234	2d 22h 33m
60	5442	3d 18h 42m
70	7034	4d 21h 14m
78	12794	8d 21h 13m ← average
80	13083	9d 2h 3m
90	20399	14d 3h 59m
100	315454	219d 1h 34m
Median time: 2d 22h 33m		

Table 82 - Kazungula exports: Declaration registered to Print release order



Figure 14 - Pontoon being loaded at Kazungula

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Border crossing points findings and analysis

Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	13	0d 0h 13m
20	55	0d 0h 55m
30	148	0d 2h 28m
40	288	0d 4h 48m
50	407	0d 6h 47m
60	1254	0d 20h 54m
70	1492	1d 0h 52m
72	2253	1d 13h 33m ← average
80	4006	2d 18h 46m
90	4600	3d 4h 40m
100	31816	22d 2h 16m
Median time: 0d 6h 47m		

Table 83 - Kazungula exports: Validate and assess to ZRA payment received

Export duties are paid on a number of commodities. The above table shows an average time of 1d 13h 33m for payment. The tables below show average times for payment at the border and Epayment.

Epayment Validate and assess to ZRA payment received		
%	minutes	h m d
10	28	0d 0h 28m
20	135	0d 2h 15m
30	216	0d 3h 36m
40	322	0d 5h 22m
50	901	0d 15h 1m
60	1449	1d 0h 9m
70	2469	1d 17h 9m
74	3056	2d 2h 55m ← average
80	4160	2d 21h 19m
90	7451	5d 4h 11m
100	31816	22d 2h 16m
Median time: 0d 15h 1m		

Pay at border Validate and assess to ZRA payment received		
%	minutes	h m d
10	7	0d 0h 7m
20	10	0d 0h 10m
30	13	0d 0h 13m
40	46	0d 0h 46m
50	50	0d 0h 50m
60	55	0d 0h 55m
70	59	0d 0h 59m
75	405	0d 6h 44m ← average
80	601	0d 10h 1m
90	2447	1d 16h 47m
100	2447	1d 16h 47m
Median time: 0d 0h 50m		

Table 84 - Kazungula exports: Validate and assess to ZRA payment received - Pay at the border and Epayment

Impact of mandatory pre-declaration

Vehicles often do not enter the border area until late in the export processes due to management of pontoon times and limited space. The table below shows the average time from when a declaration is submitted until the vehicle arrives at the gate to enter the border. Declarations are generally submitted once the vehicle arrives at the border, but before entering the Customs area. From the data available in the WCO TRS Software, most declarations were submitted inside the seven-day mandatory period (median time of 2d 17h 53m).

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Declaration registered to Arrive at gate		
%	minutes	h m d
10	360	0d 6h 0m
20	1285	0d 21h 25m
30	1521	1d 1h 21m
40	2322	1d 14h 42m
50	3953	2d 17h 53m
60	4157	2d 21h 17m
70	5461	3d 19h 1m
73	9130	6d 8h 10m ← average
80	13041	9d 1h 21m
90	19668	13d 15h 48m
100	182913	127d 0h 33m
Median time: 2d 17h 53m		

Table 85 - Kazungula exports: Declaration registered to Arrive at gate

ZRA physical inspections

The tables below provide an overview of the process for physical inspections, including the total time for managing the clearance after the inspection. ‘Inspection starts’ to ‘inspection ends’ is from when the Inspector leaves the office until the officer returns to the office.

Physical inspection starts to Physical inspection ends		
%	minutes	h m d
10	29	0d 0h 29m
20	32	0d 0h 32m
30	35	0d 0h 35m
40	60	0d 0h 59m
50	84	0d 1h 24m
60	184	0d 3h 4m
60	157	0d 2h 37m ← average
70	284	0d 4h 44m
80	318	0d 5h 18m
90	353	0d 5h 53m
100	353	0d 5h 53m
Median time: 0d 1h 24m		

Physical inspection ends to inspection act sent to supervisor		
%	minutes	h m d
10	0	0d 0h 0m
20	0	0d 0h 0m
30	0	0d 0h 0m
40	1	0d 0h 1m
50	9	0d 0h 9m
60	17	0d 0h 17m
70	58	0d 0h 58m
80	58	0d 0h 58m
83	257	0d 4h 17m ← average
90	1467	1d 0h 27m
100	1467	1d 0h 27m
Median time: 0d 0h 9m		

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Inspection act sent to supervisor to Inspection act sent to CPC		
%	minutes	h m d
10	0	0d 0h 0m
20	0	0d 0h 0m
30	0	0d 0h 0m
40	144	0d 2h 24m
50	533	0d 8h 53m
60	922	0d 15h 22m
67	1267	0d 21h 7m
70	2348	1d 15h 8m
80	2348	1d 15h 8m
90	4190	2d 21h 50m
100	4190	2d 21h 50m
Median time: 0d 8h 53m		

← average

Inspection act sent to CPC to Clear declaration		
%	minutes	h m d
10	42	0d 0h 42m
20	42	0d 0h 42m
30	127	0d 2h 7m
40	127	0d 2h 7m
50	205	0d 3h 25m
60	283	0d 4h 43m
70	283	0d 4h 43m
75	326	0d 5h 25m
80	850	0d 14h 10m
90	850	0d 14h 10m
100	850	0d 14h 10m
Median time: 0d 3h 25m		

← average

Table 86 - Kazungula exports: ZRA physical inspection and Inspection act times

The tables above highlight an issue identified in other areas of this report: the time taken to clear declarations once the physical inspection ends. Although the averages cannot be added together (see ‘Interpreting the data in this report’), it highlights the time taken for the inspection acts to pass to the CPC and then be cleared based on the current processes. Goods are held at the border while these processes are completed. It is worth noting that for the data entered in the WCO TRS Software, there were only three queries raised as a result of these inspections.

Action is being taken to remove the process requiring the physical inspection act to pass through the Supervisor. In future, these will be sent directly to the CPC. However, this will still take time and in the absence of any result from an inspection, the Inspector should be able to release the goods directly at the border. At the CPC, the Examiner should be able to clear the declaration directly without intervention from the Chief Examiner.

Arrive at gate to Physical inspection starts		
%	minutes	h m d
10	127	0d 2h 7m
20	127	0d 2h 7m
30	127	0d 2h 7m
40	140	0d 2h 20m
50	140	0d 2h 20m
60	140	0d 2h 20m
67	1443	1d 0h 3m
70	4063	2d 19h 43m
80	4063	2d 19h 43m
90	4063	2d 19h 43m
100	4063	2d 19h 43m
Median time: 0d 2h 20m		

← average

Physical inspection starts to Arrive at gate		
%	minutes	h m d
0	3906	2d 17h 6m
10	103	0d 1h 43m
20	103	0d 1h 43m
30	1125	0d 18h 45m
40	1125	0d 18h 45m
50	1842	1d 6h 42m
60	2559	1d 18h 39m
70	2559	1d 18h 39m
80	11839	8d 5h 19m
90	11839	8d 5h 19m
100	11839	8d 5h 19m
Median time: 1d 6h 42m		

← average

Table 87 - Kazungula exports: Physical inspection before and after arrival at the gate

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As noted earlier, a proportion of trucks park outside the border area. This means that some physical inspections are carried out outside the gate before the vehicle arrives at the gate. The parking area outside is extremely busy (with trucks for import and export mixing) and has limited security. This is likely to impact on the quality of inspections.

Exiting the border

Re-route to green channel to Print release order			Print release order to Exit border		
%	minutes	h m d	%	minutes	h m d
10	154	0d 2h 34m	10	155	0d 2h 35m
20	275	0d 4h 35m	20	702	0d 11h 41m
30	357	0d 5h 57m	20	1130	0d 18h 49m ← average
40	1024	0d 17h 4m	30	1248	0d 20h 48m
50	1140	0d 19h 0m	40	1270	0d 21h 9m
60	1512	1d 1h 12m	50	1291	0d 21h 31m
70	4145	2d 21h 5m	60	1374	0d 22h 54m
73	4712	3d 6h 31m ← average	70	1458	1d 0h 18m
80	7936	5d 12h 16m	80	1477	1d 0h 37m
90	16053	11d 3h 33m	90	1496	1d 0h 56m
100	34472	23d 22h 32m	100	1496	1d 0h 56m
Median time: 0d 19h 0m			Median time: 0d 21h 31m		

Table 88 - Kazungula exports: Re-route to green channel to Print release order and Print release order to Exit border

From when the declaration was re-routed to green channel until the release order was printed took an average of 3d 6h 31m. For those trucks that parked inside the border area, it took an average of nearly nineteen hours from printing the release order until exiting the border using the data entered in the WCO TRS Software.

Times from re-route to green channel are largely governed by the actions of agents who decide when the release order will be printed by presenting to the Customs office. The time that vehicles leave the Customs area is regulated by the capacity and availability of pontoons and decisions by agents and drivers.

3.2.3 Kenneth Kaunda International Airport

One hundred and thirty export declarations were captured during the data collection. The export process starts when the declaration is submitted to Asycuda and ends when the goods pass through security to be loaded on the aircraft.

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Border crossing points findings and analysis

Declaration registered to print release order		
%	minutes	h m d
10	92	0d 1h 32m
20	1018	0d 16h 58m
30	1301	0d 21h 41m
40	1334	0d 22h 14m
50	1426	0d 23h 46m
59	2507	1d 17h 47m
60	2551	1d 18 31m
70	2758	1d 21h 58m
80	4276	2d 23h 16m
90	5562	3d 20h 42m
100	15994	11d 2h 34m
Median time: 0d 23h 46m		

Table 89 – Kenneth Kaunda Int Airport Export: Declaration registered to print release order.

Green Channel Declaration registered to Print release order		
%	minutes	h m d
10	51	0d 0h 51m
20	92	0d 1h 32m
30	256	0d 4h 16m
40	1177	0d 19h 37m
50	1324	0d 22h 4m
60	1385	0d 23h 5m
69	1658	1d 3h 37m
70	1662	1d 3h 42m
80	2716	1d 21h 16m
90	4340	3d 0h 20m
100	8574	5d 22h 54m
Median time: 0d 22h 4m		

Yellow Channel Declaration registered to Print release order		
%	minutes	h m d
10	1139	0d 18h 59m
20	1314	0d 21h 54m
30	1393	0d 23h 13m
40	1613	1d 2h 53m
50	2717	1d 21h 17m
60	2767	1d 22h 7m
64	3519	2d 10h 38m
70	4276	2d 23h 16m
80	5539	3d 20h 19m
90	7083	4d 22h 3m
100	15994	11d 2h 34m
Median time: 1d 21h 17m		

Red Channel Declaration registered to Print release order		
%	minutes	h m d
10	1100	0d 18h 20m
20	1200	0d 20h 0m
30	1334	0d 22h 14m
40	1334	0d 22h 14m
50	1354	0d 22h 34m
60	1485	1d 0h 45m
70	1485	1d 0h 45m
80	1511	1d 1h 11m
86	1551	1d 1h 50m
90	2870	1d 23h 50m
100	2870	1d 23h 50m
Median time: 0d 22h 34m		

Table 90 – Kenneth Kaunda Int Airport Export: Green, Yellow and Red channel from declaration registered to print release order

For one hundred and twenty-eight declarations the channeling was captured in the WCO TRS Software, the split was sixty-four green, fifty-six yellow and seven red channel. The average and median times shows that yellow channel takes the longest time and green and red have fairly the same time from declaration registered to print release order. For the yellow one's only ten % generated a query. Improved risk management and a higher number of declarations channelled green as well as allowing the Examiner to clear the declaration directly or once any queries are resolved would speed up this process.

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Payment

Declaration registered to ZRA payment received		
%	minutes	h m d
10	36	0d h 36m
20	84	0d 1h 24m
30	113	0d 1h 53m
40	185	0d 3h 5m
50	255	0d 4h 15m
60	357	0d 5h 57m
62	963	0d 16h 2m ← average
70	1219	0d 20h 19m
80	1344	0d 22h 24m
90	2146	1d 11h 46m
100	11036	7d 15h 56m
Median time: 0d 4h 15m		

Table 91 – Kenneth Kaunda Int Airport Export: Declaration registered to ZRA payment received

The table above shows the important to introduce deferred payment as payment today constitutes approximately eighteen % of the total time for the process.

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3.3 Inbound Transit

3.3.1 Victoria Falls

The arrival of inbound transit follows the same process as for import. An exit gate pass must be issued from the Zimbabwe side and to get this a reference number to the Zambian declaration must be presented. Due to limited space at Victoria Falls goods selected for physical controls are normally sent to Livingstone for the control to be carried out. No trucks are allowed to stay overnight at Victoria Falls and there are no scanning facilities are present at the border.

Total entry and exit times

Declaration registered to print T1			
%	minutes	h m d	
10	1266	0d 21h 6m	
20	1480	1d 0h 40m	
30	2035	1d 9h 55m	
40	2385	1d 15h 45m	
50	2768	1d 22h 8m	
60	3188	2d 5h 8m	
70	5161	3d 14h 1m	
80	5720	3d 23h 20m	
85	6214	4d 7h 34m	Average
90	8510	5d 21h 50m	
100	64099	44d 12h 19min	
		Median time: 1d 22h 8m	

Table 92 – Victoria Falls inbound transits - Declaration registered to Print T1

Based on the data registered in the WCO TRS Software the median time from a declaration was registered to the T1 was printed was 1d 22h 8m. The average time is heavily influenced by a declaration taking more than 44 days. This declaration was submitted almost six weeks before the truck arrived at the border.

For transit declarations cleared and released in Victoria Falls the average time was 3d 15h 59m and for those cleared in Livingstone the average time was 0d 20h 30 m. The difference is due to that trucks cleared in Victoria Falls leaves the border as soon as possible before the process is ended and then park in Livingstone waiting for the process to be finalised. The printing of the T1 is the depending on when the broker goes to Victoria Falls and request the T1 to be printed.

For those transit declarations registered in the WCO TRS Software more than 93 % were yellow and the rest was red. No transit declarations registered was channelled to green or blue channel. Improved risk management should allow a higher proportion to be channelled green and have faster processing and shorter times at the border. As would be expected red channelled declarations take a longer total median time than yellow (2d 23h 22m compared to 1d 22h 31m for yellow). Channel data relates to initial channel selectivity.

42 % were inward transit (RIB) and 58 % through transit (RIT). Times for RIT was in average 3d 18h 43m and for RIB 4d 17h 32m.

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Payment

Validate and assess to ZRA payment is received			
%	minutes	h m d	
10	36	0d 0h 36m	
20	72	0d 1h 12m	
30	95	0d 1h 35m	
40	125	0d 2h 5m	
50	186	0d 3h 5m	
60	317	0d 5h 17m	
65	710	0d 11h 50m	Average
70	814	0d 13h 34m	
80	1169	0d 19h 29m	
90	2567	1d 18h 47m	
100	10409	7d 5h 29m	
Median time: 0d 3h 5m			

Table 93 – Victoria Falls inbound transits - Declaration registered to Print T1

Introduction of deferred payment would reduce the clearance times with in average almost 9 %.

3.3.2 Kazungula

The arrival of inbound transit occurs in the same way as for imports (see Section 3.1.1 and Figure 11). At the time data was collected, vehicles arrived on the pontoon and proceed to the entry gate. A proportion of vehicles either then proceed to scanning or pass through the border and park outside while transit formalities take place. This means a proportion of vehicles exit the border before they are released. If required, some vehicles re-enter the border for scanning.

Total entry and exit times

Declaration registered to Print T1			
%	minutes	h m d	
10	1379	0d 22h 59m	
20	1593	1d 2h 33m	
30	2532	1d 18h 12m	
40	2909	2d 0h 29m	
50	3033	2d 2h 33m	
60	4283	2d 23h 23m	
62	4411	3d 1h 31m	← average
70	5645	3d 22h 5m	
80	5808	4d 0h 48m	
90	8679	6d 0h 39m	
100	15778	10d 22h 58m	
Median time: 2d 2h 33m			

Table 94 - Kazungula inbound transits - Declaration registered to Print T1

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Based on the data entered in the WCO TRS Software, it took an average time of 3d 1h 31m from when the declaration was registered until the T1 was printed.

The two tables below provide an insight into the proportion of vehicles that parked in the border area versus those that passed through the border. During the data collection, only goods exiting the border with a T1 were captured to allow for this analysis.

Based on the data entered to date, approximately 14 % of vehicles parked in the Customs area. This means about 86 % of vehicles passed through the border and parked outside mixing with departing exports and arriving imports as well as outbound transit vehicles. While those parked in the border area appear to have a shorter stay at the border based on average time, it is difficult to draw conclusions as to why with a limited data set.

This pattern of trucks passing through the border without being released also means that ‘Arrive at gate’ to ‘Print T1’ offers a more complete insight into total time at the border.

Arrive at gate to Print T1			Arrive at gate to Exit border		
%	minutes	h m d	%	minutes	h m d
10	138	0d 2h 18m	10	39	0d 0h 39m
20	289	0d 4h 49m	20	39	0d 0h 39m
30	1116	0d 18h 36m	30	39	0d 0h 39m
40	1628	1d 3h 8m	40	131	0d 2h 11m
50	2615	1d 19h 35m	50	131	0d 2h 11m
60	3359	2d 7h 59m	60	131	0d 2h 11m
70	4203	2d 22h 3m	67	1556	1d 1h 56m ← average
71	4355	3d 0h 34m ← average	70	4498	3d 2h 58m
80	4453	3d 2h 13m	80	4498	3d 2h 58m
90	9753	6d 18h 33m	90	4498	3d 2h 58m
100	20494	14d 5h 34m	100	4498	3d 2h 58m
Median time: 1d 19h 35m			Median time: 0d 2h 11m		

Table 95 - Kazungula inbound transits: Arrive at gate to Print T1 and Arrive at gate to Exit border

Through transit (RIT) Declaration registered to Print T1		
%	minutes	h m d
10	1103	0d 18h 23m
20	1728	1d 4h 48m
30	2757	1d 21h 57m
40	2950	2d 1h 10m
50	4060	2d 19h 40m
59	4700	3d 6h 19m ← average
60	5324	3d 16h 44m
70	5708	3d 23h 8m
80	6996	4d 20h 36m
90	11220	7d 19h 0m
100	15778	10d 22h 58m
Median time: 2d 19h 40m		

Table 96 - Kazungula inbound transits: Declaration registered to Print T1 - Through transit (RIT)

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From the data available, all but four of the inbound transit declarations was a through transit (RIT) and the average time was slightly less for RIB from submission of the declaration to printing the T1.

Yellow channel Declaration registered to Print T1				Red channel Declaration registered to Print T1		
%	minutes	h m d		%	minutes	h m d
10	1103	0d 18h 23m		10	1748	1d 5h 8m
20	1534	1d 1h 34m		20	1748	1d 5h 8m
30	1728	1d 4h 48m		30	1748	1d 5h 8m
40	2673	1d 20h 33m		40	1748	1d 5h 8m
50	2935	2d 0h 55m		50	4372	3d 0h 52m
60	3564	2d 11h 24m		50	4372	3d 0h 52m ← average
64	4127	2d 20h 46m ← average		60	6996	4d 20h 36m
70	5324	3d 16h 44m		70	6996	4d 20h 36m
80	5758	3d 23h 57m		80	6996	4d 20h 36m
90	8679	6d 0h 39m		90	6996	4d 20h 36m
100	15778	10d 22h 58m		100	6996	4d 20h 36m
Median time: 2d 0h 55m				Median time: 3d 0h 52m		

Table 97 - Kazungula inbound transits: Declaration registered to Print T1 by channel

There was only yellow and red channel declarations captured from the data in the WCO TRS Software. Improved risk management should allow a higher proportion to be channeled green and have faster processing and shorter times at the border. As would be expected red channeled declarations take a longer total average time than yellow. Channel data relates to initial channel selectivity.

Impact of mandatory pre-declaration

Arrive at gate to Clear declaration				Clear declaration to Arrive at gate		
%	minutes	h m d		%	minutes	h m d
10	179	0d 2h 59m		0	1521	1d 1h 20m ← average
20	626	0d 10h 25m		10	226	0d 3h 46m
30	1364	0d 22h 44m		20	254	0d 4h 14m
40	2485	1d 17h 25m		30	1044	0d 17h 24m
50	3176	2d 4h 56m		40	1079	0d 17h 59m
60	4398	3d 1h 17m		50	1138	0d 18h 58m
68	4484	3d 2h 44m ← average		60	1281	0d 21h 21m
70	4738	3d 6h 58m		70	1406	0d 23h 26m
80	7079	4d 21h 59m		80	2530	1d 18h 10m
90	10221	7d 2h 21m		90	4187	2d 21h 47m
100	20040	13d 22h 0m		100	4207	2d 22h 7m
Median time: 2d 4h 56m				Median time: 0d 18h 58m		

Table 98 - Kazungula inbound transits: Arrive at gate to Clear declaration and Clear declaration to Arrive at gate

The tables above show that approximately 36 % of declarations were cleared prior to the arrival of the vehicle at the border. The remaining proportion were cleared after arrival.

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This can be read alongside the tables below which shows that about 31 % of declarations were submitted after the vehicle arrived at the border entry gate. This again may point to difficulties that traders and industry have in complying with mandatory declarations of five days. A review should be undertaken of the mandatory pre-declaration requirement in line with the WCO's SAFE Framework of Standards.

Declaration registered to Arrive at gate		
%	minutes	h m d
10	103	0d 1h 43m
20	971	0d 16h 11m
30	1144	0d 19h 4m
40	1267	0d 21h 7m
50	1642	1d 3h 22m
60	2551	1d 18h 31m
70	2857	1d 23h 37m
77	4665	3d 5h 44m ← average
80	4692	3d 6h 12m
90	8514	5d 21h 54m
100	57349	39d 19h 49m
Median time: 1d 3h 22m		

Arrive at gate to Declaration registered		
%	minutes	h m d
0	6138	4d 6h 17m ← average
10	4311	2d 23h 51m
20	4317	2d 23h 57m
30	4403	3d 1h 23m
40	4431	3d 1h 51m
50	5180	3d 14h 20m
60	6050	4d 4h 50m
70	6142	4d 6h 22m
80	7116	4d 22h 36m
90	7467	5d 4h 27m
100	17289	12d 0h 9m
Median time: 3d 14h 20m		

Table 99 - Kazungula inbound transits: Declaration submitted to Arrive at gate and Arrive at gate to Submit declaration

The tables above show that approximately 31 % of inbound transit declarations were submitted after the vehicle arrived at the entry gate.

Payment

Validate and assess to ZRA payment received		
%	minutes	h m d
10	18	0d 0h 18m
20	47	0d 0h 47m
30	74	0d 1h 14m
40	151	0d 2h 31m
50	188	0d 3h 8m
60	394	0d 6h 34m
68	1094	0d 18h 14m ← average
70	1161	0d 19h 21m
80	1312	0d 21h 52m
90	4156	2d 21h 16m
100	8468	5d 21h 8m
Median time: 0d 3h 8m		

Table 100 - Kazungula inbound transits: Validate and assess to ZRA payment received

From the data available in the WCO TRS Software, it took an average time of 0d 18h 14m for transit fees to be paid from notification to agents.

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The tables below show that most payments were made at the border (65 % based on the data available). Both average and median times for Epayment were shorter from ‘Validate and assess’ to ‘ZRA payment received’ than for payments at the border. One payment was made at head office which took 0d 19h 21m.

Epayment Validate and assess to ZRA payment received			Pay at border Validate and assess to ZRA payment received		
%	minutes	h m d	%	minutes	h m d
10	26	0d 0h 26m	10	9	0d 0h 9m
20	47	0d 0h 47m	20	61	0d 1h 1m
30	59	0d 0h 59m	30	148	0d 2h 28m
40	143	0d 2h 23m	40	156	0d 2h 36m
50	160	0d 2h 40m	50	244	0d 4h 4m
60	177	0d 2h 57m	60	1195	0d 19h 55m
70	183	0d 3h 3m	67	1312	0d 21h 51m ← average
79	911	0d 15h 11m ← average	70	1312	0d 21h 52m
80	1184	0d 19h 44m	80	1364	0d 22h 44m
90	1287	0d 21h 27m	90	4178	2d 21h 38m
100	8468	5d 21h 8m	100	8461	5d 21h 1m
Median time: 0d 2h 40m			Median time: 0d 4h 4m		

Table 101 - Kazungula inbound transits: Validate and assess to ZRA payment received by method of payment

ZRA payment received to Arrive at border			Arrive at border to ZRA payment received		
%	minutes	h m d	%	minutes	h m d
10	407	0d 6h 47m	0	3798	2d 15h 17m ← average
20	1122	0d 18h 41m	10	52	0d 0h 52m
30	1412	0d 23h 32m	20	88	0d 1h 28m
40	1477	1d 0h 37m	30	282	0d 4h 42m
50	1862	1d 7h 1m	40	1702	1d 4h 21m
60	2560	1d 18h 40m	50	3710	2d 13h 50m
70	3333	2d 7h 33m	60	4396	3d 1h 16m
80	5280	3d 15h 59m	70	5186	3d 14h 25m
80	5400	3d 17h 59m ← average	80	5984	4d 3h 44m
90	7897	5d 11h 37m	90	7265	5d 1h 5m
100	57206	39d 17h 26m	100	18608	12d 22h 8m
Median time: 1d 7h 1m			Median time: 2d 13h 50m		

Table 102 - Kazungula inbound transits: ZRA payment received to Arrive at border and Arrive at border to ZRA payment received

The tables above show a 50/50 split between payments made after arrival at the border versus payments made before arrival at the border.

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Scanner

Arrive at gate to Scan starts			
%	minutes	h m d	
10	17	0d 0h 17m	
20	27	0d 0h 27m	
30	83	0d 1h 23m	
40	189	0d 3h 9m	
50	248	0d 4h 8m	
60	428	0d 7h 8m	
66	697	0d 11h 36m	Average
70	958	0d 15h 58m	
80	1235	0d 20h 35m	
90	1417	0d 23h 37m	
100	8647	6d 0h 7m	
Median time: 0d 4h 8m			

Table 103 - Kazungula inbound transits: Arrive at gate to Scan starts

Sixty-seven inbound transit vehicles were scanned on entering Kazungula. It took a median time of four hours eight minutes from arriving at the gate until scanning and an average time of over eleven hours. Some vehicles sent for scanning exit the border and must return back through the import/inbound transit exit gate.

As noted in the imports section, covered and containerized goods are sent for scanning. There is no risk management applied which can result in long queues. In addition, the scanning results do not form part of ASYCUDAWorld and risk management feedback. If there is a result from the scan and follow-up inspection, an amendment to the declaration entry is made.

The scanning processes operates on independent software but remains a highly manual process with the scanning results and gate pass needing to be stamped. This can result in queueing and delays, particularly where officers manning the scanner are required to undertake inspections.

Decisions to scan should be based on risk management and be communicated to officers at the border through ASYCUDAWorld. The scanner should also be integrated with ASYCUDAWorld and form part of the risk management cycle so that changes in methods of disguising loads and drivers, transporters and traders can be captured and lead to more accurate risk assessments.

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Declaration cleared before Scan starts		
%	minutes	h m d
10	497	0d 8h 17m
20	1387	0d 23h 7m
30	1577	1d 2h 17m
40	1629	1d 3h 9m
50	1690	1d 4h 9m
60	2361	1d 15h 21m
70	2985	2d 1h 45m
71	3116	2d 3h 56m
80	6750	4d 16h 30m
90	7001	4d 20h 41m
100	8905	6d 4h 25m
Average		
Median time: 1d 4h 9m		

Table 104 - Kazungula inbound transits: Declaration cleared before scan starts

From the data available in the WCO TRS Software, almost 80 % of declarations were cleared before the scanning started. This underlines the importance of integrating the scanning system.

ZRA physical inspections

Physical inspection starts to physical inspection ends			Inspection act sent to supervisor to Inspection act sent to CPC			Inspection act sent To CPC to Clear declaration		
%	minutes	h m d	%	minutes	h m d	%	minutes	h m d
10	5	0d 0h 5m	10	36	0d 0h 36m	10	128	0d 2h 8m
20	5	0d 0h 5m	20	36	0d 0h 36m	20	128	0d 2h 8m
30	5	0d 0h 5m	30	36	0d 0h 36m	30	128	0d 2h 8m
40	26	0d 0h 26m	40	36	0d 0h 36m	40	128	0d 2h 8m
50	26	0d 0h 26m	50	38	0d 0h 37m	50	128	0d 2h 8m
60	26	0d 0h 26m	60	39	0d 0h 39m	60	128	0d 2h 8m
67	111	0d 1h 51m	70	39	0d 0h 39m	67	483	0d 8h 3m
70	303	0d 5h 3m	80	39	0d 0h 39m	70	1193	0d 19h 53m
80	303	0d 5h 3m	90	39	0d 0h 39m	80	1193	0d 19h 53m
90	303	0d 5h 3m	100	39	0d 0h 39m	90	1193	0d 19h 53m
100	303	0d 5h 3m	100	39	0d 0h 39m	100	1193	0d 19h 53m
Median time: 0d 0h 26m			Median time: 0d 0h 37m			Median time: 0d 2h 8m		

Table 105 - Kazungula inbound transits: Physical inspections and acts

The data available in the WCO TRS Software captured a limited number of physical inspections (six for import and two for inbound transit). ‘Physical inspection starts’ to ‘Physical inspection ends’ captured the time from when the Inspector left the office to start the inspection until the Inspector returned to the office. The data captured eight average times from when the ‘Physical inspection ends’ until the supervisor sends the inspection act to the CPC, which were just above seventy minutes.

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Border crossing points findings and analysis

The limited data set can provide an indication of the average and median times without allowing for any strong conclusion. As noted in other sections of this report, while the inspection act will in future be sent directly to the CPC, this process can be sped up by allowing the Inspector to clear the declaration where there are no queries and issues arising from the physical inspection.

While there will always be delays in following up with agents and traders, time at the CPC can be improved by allowing the Examiner the clear the declaration once any queries and issues are resolved without the need for the declaration to go to the Chief Examiner.

Exiting the border

Re-route to green channel to Print T1		
%	minutes	h m d
10	76	0d 1h 16m
20	146	0d 2h 26m
30	232	0d 3h 52m
40	900	0d 15h 0m
50	1132	0d 18h 52m
60	1229	0d 20h 29m
70	1534	1d 1h 34m
70	1493	1d 0h 53m ← average
80	1838	1d 6h 38m
90	4131	2d 20h 51m
100	9551	6d 15h 11m
Median time: 0d 18h 52m		

Print T1 to Exit the border		
%	minutes	h m d
10	94	0d 1h 34m
20	94	0d 1h 34m
30	94	0d 1h 34m
40	150	0d 2h 30m
50	150	0d 2h 30m
60	150	0d 2h 30m
67	600	0d 10h 0m ← average
70	1557	1d 1h 57m
80	1557	1d 1h 57m
90	1557	1d 1h 57m
100	1557	1d 1h 57m
Median time: 0d 2h 30m		

Table 106 - Kazungula inbound transits: Re-route to green channel to Print T1 and Print T1 to Exit the border

From the data available in the WCO TRS Software, it took an average of 1d 0h 53m from when the declaration is re-routed to green channel until the T1 is printed. There was a total of seventy-two entries for this measurement. The average time is influenced by an outlying time. These times are generally based on decisions made by the agents as to when to proceed to release (printing T1) and by drivers and agents (exiting the border).

With the limited data set available, vehicles parked in the border area took a shorter amount of time from when they are re-routed to green until the T1 is printed. It is difficult to draw conclusions from the limited data set.

3.3.3 Kenneth Kaunda International Airport

Inbound transit has a process that is similar to import, however for the twenty-two declarations entered in the WCO TRS Software there were only yellow (twenty-one) and red (one) channel declarations. The average time for the yellow declarations from declaration registered to print T1 was 3d 19h 14m. For the red one the time was more than 27 days mainly dependent on a long time to respond to the query (more than nineteen days).

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Declaration registered to Print T1		
%	minutes	h m d
10	1832	1d 6h 32m
20	2659	1d 20h 19m
30	4225	2d 22h 25m
40	4241	2d 22h 41m
50	4290	2d 23h 29m
60	4362	3d 0h 42m
70	5489	3d 19h 29m
80	5635	3d 21h 55m
82	6997	4d 20h 36m
90	12907	8d 23h 7m
100	38960	27d 1h 20m
Median time: 2d 23h 29m		

← average

Table 107 – Kenneth Kaunda Int Airport Inbound Transit: Declaration registered to print T1

The average time for an inbound transit was 4d 20h 36m and the median time 2d 23h 29 m.

3.4 Outbound transit

3.4.1 Victoria Falls

An exit gate pass cannot be issued if the broker/driver can't present a reference to the Zimbabwe declaration. Customs then verifies that the goods correspond to the data in the T1. For sealed trucks customs breaks the seal. If satisfied quit the transit in Asycuda (which gives back a part of the bond to be used for other transit operations).

Present documents at Customs counter to exit border		
%	minutes	h m d
10	11	0d 0h 11m
20	13	0d 0h 13m
30	18	0d 0h 18m
40	22	0d 0h 22m
50	27	0d 0h 27m
60	33	0d 0h 33m
70	40	0d 0h 40m
80	51	0d 0h 51m
86	74	0d 1h 14m
90	86	0d 1h 26m
100	2773	1d 22h 13m
Median time: 0d 0h 27m		

← average

Table 108 – Victoria Falls Outbound Transit; Present documents to exit border

Process to exit the border is very quick, mainly because no exit gate pass will be issued if you cannot present a reference to the Zimbabwe declaration and that no trucks enters the border zone and present their documents before this is available. No physical inspections were recorded during the data collection.

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Border crossing points findings and analysis

3.4.2 Kazungula

The process for outbound transit is fairly simple, however the actual time is heavily dependent on the service of the pontoons. The truck normally stays outside of the exit gate until he has been assigned a time on the pontoons. During this time the documents are presented at the counter and the process to verify the seals is initiated. When a time slot is available the driver passes through the entry gates to the fenced area and then drives through to the exit gate and further to the pontoon.

Acquit T1 to exit border			
%	minutes	h m d	
10	4025	2d 19h 5m	
20	4382	3d 1h 2m	
30	4639	3d 5h 19m	
40	5707	3d 23h 7m	
50	5928	4d 2h 48m	
56	6513	4d 12h 32m	← average
60	6885	4d 18 45m	
70	7370	5d 2h 50m	
80	8331	5d 18h 51m	
90	10147	7d 1h 7m	
100	13003	9d 0h 43m	
Median time: 4d 2h 48m			

Table 109 – Kazungula Outbound transit; Acquit T1 to exit border

No physical inspections were recorded during the data collection.

3.4.3 Kenneth Kaunda International Airport

No outbound transit declarations were recorded during the data collection.

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Certificates, Licenses and Permits findings and analysis

4 Certificates, Licenses and Permits findings and analysis

Data collection for CBRAs took place from 10-14 February 2020, other than for the Ministry of Fisheries and Livestock where data was collected from 10-19 February 2020 and ZAMRA where data collection took place from 10-21 February 2020. For both the Ministry of Fisheries and Livestock and ZAMRA the extended data collection was at the request of the agencies.

The weighted average from application to collection of an LCPO related to imports²¹ across all agencies was 2d 1h 48m. Four of the eight agencies took an average of more than three days for from when an application is made until the LCPO is collected.

The volume of applications across the survey period varied between three for an export certificate from the Ministry of Health to 100 for an import permit from NALEIC. The average number of LCPOs per agency received and approved during the data collection period was thirty.

For most of the CBRAs in scope, the actual processes of reviewing and initial approvals of LCPOs are relatively short. The reasons for the time taken for the processing of LCPOs are:

- The requirement in some agencies for sign-off and approval by multiple often very senior executives who are not always available.
- The requirement for agents/traders to return to the agency to collect an approved LCPO. This is a consequence of the paper-based processes.
- The need to move the paper-based applications between different parts of the agency.
- The inability in some agencies to delegate tasks when personnel are not available.

The move to a single window and a fully electronic environment for all agencies would have the following advantages:

- The ability to send and share approved LCPOs electronically both to the applicant as well as other agencies.
- Provide the opportunity to develop a risk management approach to dealing with applications, allowing near-automatic approval of low-risk applications and greater scrutiny of high-risk applications.

All agencies still rely on manual paper-based actions for some or all of the processes for issuing LCPOs. To gain maximum benefit from the future single window environment, investments will need to be made in fully-electronic environments, including for approval and distribution of LCPOs.

As noted for individual agencies below, consideration should be given to reviewing any legal or policy requirement for multiple layers of approval within some agencies. This can currently involve up to four or five different approvals of the same document with a need to wait for the availability of senior executives. While maintaining any requirement for checks in the approval process, no more than one technical and one managerial approval should be required.

Some agencies (e.g. ZAMRA and ZCSA) collect fees based on a percentage of the value of the shipment. This is against WTO rules and should be reviewed immediately to bring Zambia in line with international requirements.

The time data and analysis below should be read in conjunction with the process maps in Annex 6.5.

²¹ Import related LCPOs for all agencies other than Ministry of Health where transit was used as this was the only complete application to collection process

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Certificates, Licenses and Permits findings and analysis

4.1 Zambia Medicines Regulatory Agency

ZAMRA Commercial Import Permit Application to Collection (total time)	
Measure	Time
Average	4d 14h 33m
Shortest time	1d 2h 30m
Longest time	7d 22h 43m
Median	4d 22h 55m
Completed Applications	38

Table 110 - ZAMRA import: permit application to collection

The average time from application to collection of an approved permit from ZAMRA was 4 days 14 hours and 33 minutes. Data collection took place from 10-21 February and captured both new applications and applications already being processed.

In order to receive a permit, the applicant must present at the Accounts Office and complete an application form (this can also be downloaded from the ZAMRA website). The applicant will then be issued a proforma invoice based on the type of goods (whether they are registered and pre-approved or not). The applicant must then pay the fees and present proof of payment for the application to proceed.

In addition to a flat fee for the permit, applicants are also required to pay a fee of 1.5 % of FOB for registered products or 5 % for unregistered products. This percentage fee is against WTO rules and should be revised.

Once the application has been accepted, the file is sent to the Licensing Unit which at the time of the TRS+ study was in a separate building (see ‘Application Received at Accounts Office to Arrives at Licensing Unit’ below).

The Licensing Unit then checks the completeness of the application and makes a technical assessment. Before the application can be sent for final approval by the ZAMRA Director General, approval from the head of the Licensing Unit and the Director of Medicines Control is required. This means that a total of four approvals must be given. While some of these can be delegated (e.g. where requirements are urgent), the legislation requires final approval by the Director General.

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Certificates, Licenses and Permits findings and analysis

ZAMRA Commercial Import Permit Application Received at Accounts Office to Arrives at Licensing Unit	
Measure	Time
Average	1d 11h 16m
Shortest time	0d 1h 48m
Longest time	5d 19h 46m
Median	0d 23h 40m
Completed Applications	37

ZAMRA Commercial Import Permit Application Arrives at Licensing Unit until sent to DG	
Measure	Time
Average	1d 16h 16m
Shortest time	0d 2h 11m
Longest time	3d 22h 40m
Median	1d 7h 0m
Completed Applications	64

ZAMRA Commercial Import Permit Application sent to DG to approval by DG	
Measure	Time
Average	1d 9h 30m
Shortest time	0d 0h 30m
Longest time	3d 17h 10m
Median	0d 23h 40m
Completed Applications	44

ZAMRA Commercial Import Permit Application approved by DG to returns to Licensing Unit	
Measure	Time
Average	0d 7h 3m
Shortest time	0d 0h 20m
Longest time	0d 18h 20m
Median	0d 1h 50m
Completed Applications	43

ZAMRA Commercial Import Permit Application returns from DG to trader/agent informed that permit ready	
Measure	Time
Average	0d 2h 51m
Shortest time	0d 0h 10m
Longest time	1d 1h 38m
Median	0d 1h 9m
Completed Applications	51

ZAMRA Commercial Import Permit Agent/trader informed to license/permit collected	
Measure	Time
Average	0d 8h 20m
Shortest time	0d 0h 2m
Longest time	2d 21h 0m
Median	0d 3h 33m
Completed Applications	38

Table 111 - ZAMRA import permit: time breakdown

The tables above capture the times taken for different stages in the process. The time taken at the accounts office ('Application Received at Accounts Office to Arrives at Licensing Unit') is influenced by the when agents/traders pay the required fees. Some applicants choose to end the application process at this stage.

'Application arrives at Licensing Unit until sent to DG' covers not only the technical assessment, but also the approvals from the head of the Licensing Unit and the Director of Medicines Control.

The table below shows the time taken for the permit to be formally approved by the DG. This process took approximately the same average time and a longer median time than the technical review and the approvals within the Medicines Control Department.

The time taken to inform agents/traders and for agents/traders to collect approved permits took a relatively shorter period of average time.

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ZAMRA	
Commercial Import Permit	
Application sent to DG to application returns to Licensing Unit	
Measure	Time
Average	1d 16h 0m
Shortest time	0d 1h 30m
Longest time	3d 17h 30m
Median	1d 18h 0m
Completed Applications	52

Table 112 - ZAMRA import permit: time for DG approval

A more graphical representation of how the average time is distributed is shown in the figure below. The largest proportions of time were for payment at the Account Office (driven in part by the time for payment and applications received on a Friday but arriving at the Licensing Unit on a Monday) and the time taken for DG approval.

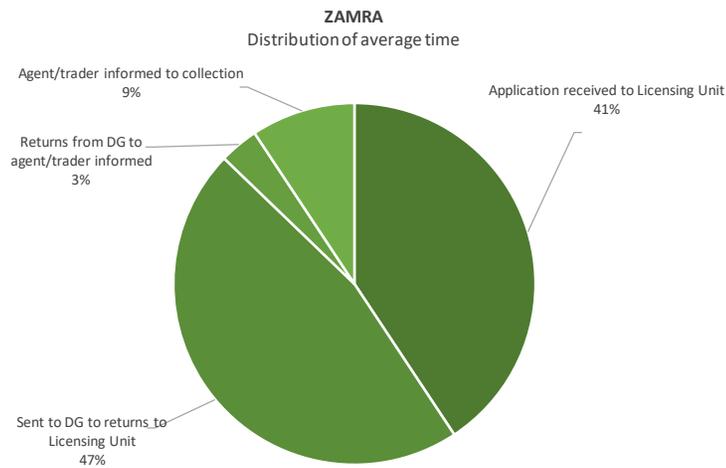


Figure 15 - ZAMRA import permit: distribution of average time

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4.2 Zambia Compulsory Standards Agency

Zambia Compulsory Standards Agency Import Application to Collection (total time)	
Measure	Time
Average	0d 6h 26m
Shortest time	0d 0h 34m
Longest time	1d 1h 19m
Median	0d 1h 47m
Completed Applications	5

Table 113 – ZCSA: application to collection

Data collection for ZCSA took place from 10-14 February. During that time 50 % of the applications received completed the process which means the total average time is likely longer than presented in the table. Applications were for Road Worthiness Inspections (1) and for Pre-import Quality Certificate (9).

The average time from application to collection was six hours and twenty-six minutes with a median time of less than two hours.

Applicants complete an application with supporting documentation and once the application is approved the applicant is informed of the fees payable. Once proof of payment is provided, the applicant can collect the approved certificate/permit.

Like ZAMRA, ZCSA charges fees based on a percentage of the value of the goods. This is against WTO rules and should be reviewed immediately.

Zambia Compulsory Standards Agency Import Application Received to Application Approved	
Measure	Time
Average	0d 2h 13m
Shortest time	0d 0h 4m
Longest time	0d 16h 58m
Median	0d 0h 38m
Completed Applications	10

Zambia Compulsory Standards Agency Import Application Approved to Notification of Payment	
Measure	Time
Average	0d 0h 16m
Shortest time	0d 0h 2m
Longest time	0d 0h 36m
Median	0d 0h 13m
Completed Applications	6

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Zambia Compulsory Standards Agency Import Notification of Payment to Collection	
Measure	Time
Average	0d 5h 36m
Shortest time	0d 0h 5m
Longest time	0d 23h 48m
Median	0d 1h 25m
Completed Applications	5

Table 114 - ZCSA import: permit time breakdown

As the tables above show, most of the processes occur quickly, with most of the time taken being from when proof of payment was provided until the applicant collected the approved certificate. The time for this process can be sped up by electronic application and electronic distribution of approved permits. This removes the need for the applicant to return to the office. The figure below provides an overview of how average times are distributed.

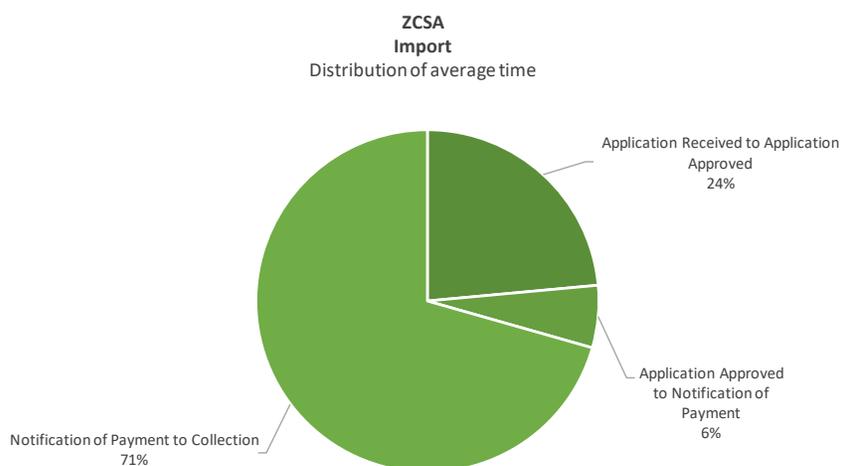


Figure 16 - ZCSA import permit: distribution of average time

4.3 Ministry of Fisheries and Livestock

Data collection at the Ministry of Fisheries and Livestock took place from 10-19 February 2020. Applicants for permits and certificates must pass through both the Department of Fisheries and Livestock Marketing and the National Livestock Epidemiology & Information Centre (NALEIC). The average time from application to approval for the Department of Fisheries and Livestock Marketing was 3 days 17 hours and 4 minutes and for NALEIC 2 days 7 hours and 32 minutes.

There is no common tracking mechanism for applications that must pass through both the Department of Fisheries and Livestock Marketing and NALEIC and as a result the TRS+ tracked processes separately.

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Agents/traders and both NALEIC and the Department of Fisheries and Livestock Marketing require a full electronic environment that links both agencies and provides the opportunity for electronic application and distribution of approved permits and certificates. The use of risk management (as part of an electronic environment) would also speed up the process for low-risk applications and allow increased scrutiny for high-risk applications.

Department of Fisheries and Livestock Marketing

The weighted average for import and export permit processing was 2d 19h 03m and the processes for import and export are similar.

Import

Department of Fisheries and Livestock Marketing	
Import	
Application to Collection	
(total time)	
Measure	Time
Average	3d 17h 4m
Shortest time	0d 2h 3m
Longest time	8d 3h 23m
Median	2d 12h 8m
Completed Applications	8

Table 115 - Department of Fisheries and Livestock Marketing import permit: application to collection

Across the eight working days of the data collection, only 10 % of applications went from application to collection, which means the total average time from application to collection will be longer than presented in the table above.

The Department of Fisheries and Livestock Marketing applicant must submit a paper application (not available on-line) together with supporting documents. The application is then considered from a marketing perspective: if import (or export) of this product could damage domestic interests. It is possible to complete this process at one of seven regional offices as well as in Lusaka (where the TRS+ data collection took place).

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Department of Fisheries and Livestock Marketing Import Application Received to Application Screened	
Measure	Time
Average	0d 0h 8m
Shortest time	0d 0h 0m
Longest time	0d 5h 6m
Median	0d 0h 2m
Completed Applications	84

Department of Fisheries and Livestock Marketing Import Application screened to collected for NALEIC processing	
Measure	Time
Average	0d 0h 1m
Shortest time	0d 0h 0m
Longest time	0d 0h 6m
Median	0d 0h 1m
Completed Applications	84

Department of Fisheries and Livestock Marketing Import Collected for NALEIC processing to back from NALEIC	
Measure	Time
Average	2d 18h 34m
Shortest time	0d 1h 50m
Longest time	7d 23h 44m
Median	1d 3h 53m
Completed Applications	20

Department of Fisheries and Livestock Marketing Import Back from NALEIC to Permit Issued	
Measure	Time
Average	0d 7h 52m
Shortest time	0d 0h 3m
Longest time	0d 23h 37m
Median	0d 3h 31m
Completed Applications	11

Department of Fisheries and Livestock Marketing Import Permit Issued to Permit Collected	
Measure	Time
Average	0d 6h 22m
Shortest time	0d 0h 1m
Longest time	1d 20h 35m
Median	0d 0h 8m
Completed Applications	8

Table 116 - Department of Fisheries and Livestock import permit: time breakdown

As can be seen from the tables above and the figure below, the largest average time was taken from when the applicant collected the application and took it to NALEIC and when the applicant brought the application back from NALEIC.

The process to issue the permit ('Back from NALEIC to permit issued') includes the payment process and there is a target to have this process completed within 48 hours. A delegated authority ensures that there is always a person available to sign the permits. The average time for the TRS+ was significantly under 48 hours. The average time from when the permit is issued until it is collected was over six hours and electronic distribution (together with submission and processing) would speed up this process.

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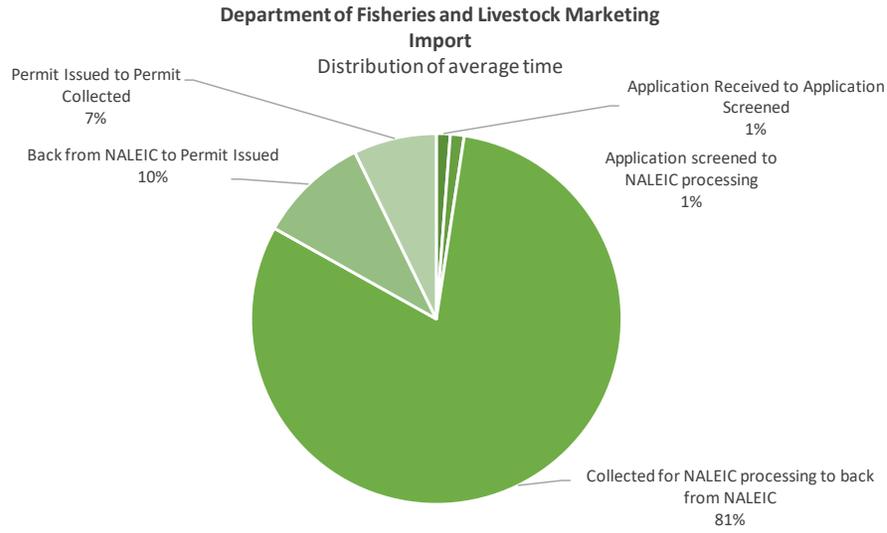


Figure 17 - Department of Fisheries and Livestock Marketing import permit: distribution of average time

Export

Department of Fisheries and Livestock Marketing	
Export	
Application to Collection	
(total time)	
Measure	Time
Average	2d 7h 32m
Shortest time	1d 5h 55m
Longest time	4d 3h 48m
Median	2d 0h 16m
Completed Applications	9

Table 117 - Department of Fisheries and Livestock export permit: application to collection

During the data collection period approximately 30 % of applications were finalized, which means the total average time from application to collection will be longer than presented in the table above. The process for permits for exports follows the same process as for import permits.

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Department of Fisheries and Livestock Marketing Export Application Received to Application Screened	
Measure	Time
Average	0d 0h 3m
Shortest time	0d 0h 0m
Longest time	0d 0h 45m
Median	0d 0h 1m
Completed Applications	27

Department of Fisheries and Livestock Marketing Export Application screened to collected for NALEIC processing	
Measure	Time
Average	0d 0h 1m
Shortest time	0d 0h 0m
Longest time	0d 0h 5m
Median	0d 0h 1m
Completed Applications	27

Department of Fisheries and Livestock Marketing Export Collected for NALEIC processing to back from NALEIC	
Measure	Time
Average	1d 5h 10m
Shortest time	0d 5h 6m
Longest time	3d 3h 4m
Median	1d 0h 45m
Completed Applications	16

Department of Fisheries and Livestock Marketing Export Back from NALEIC to Permit Issued	
Measure	Time
Average	0d 6h 50m
Shortest time	0d 0h 0m
Longest time	1d 0h 4m
Median	0d 2h 17m
Completed Applications	12

Department of Fisheries and Livestock Marketing Export Permit Issued to Permit Collected	
Measure	Time
Average	0d 17h 11m
Shortest time	0d 0h 2m
Longest time	2d 21h 10m
Median	0d 17h 27m
Completed Applications	9

Table 118 - Department of Fisheries and Livestock Marketing export permit: time breakdown

The proportions of average time have the same dimensions as for imports, however the average time for the collection of issued permits was significantly longer (over 17 hours) and the NALEIC time slightly shorter.

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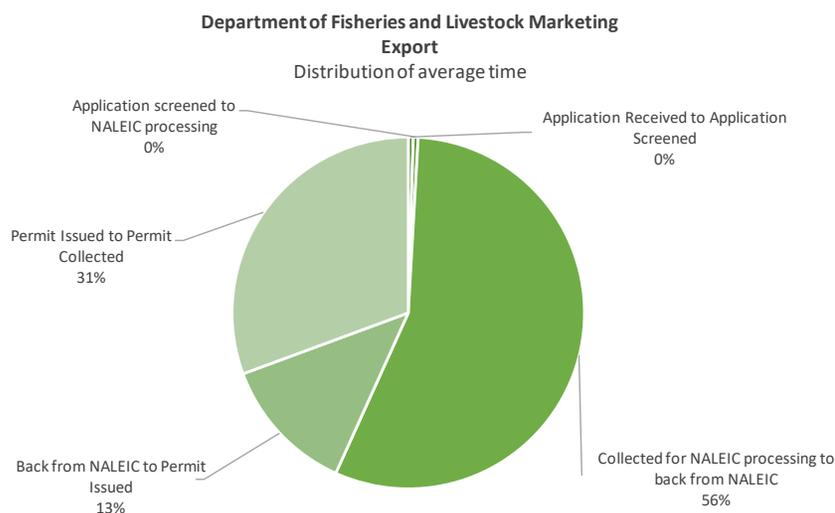


Figure 18 - Department of Fisheries and Livestock Marketing export permit: distribution of average time

National Livestock Epidemiology & Information Centre

NALEIC Import Application to Collection (total time)	
Measure	Time
Average	1d 7h 29m
Shortest time	0d 0h 50m
Longest time	5d 22h 43m
Median	1d 0h 8m
Completed Applications	76

Table 119 - NALEIC import: permit application to collection

Data collection at NALEIC was also from Monday 10 February to Wednesday 19 February. During that time 76 % of applications were processed to completion. Only import permits were processed. The average time from application until the permit was collected was 1d 7h 29m.

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NALEIC Import Application Received to Application Approved		NALEIC Import Permit Approved to Permit Collected	
Measure	Time	Measure	Time
Average	0d 9h 32m	Average	0d 20h 40m
Shortest time	0d 0h 1m	Shortest time	0d 0h 15m
Longest time	1d 3h 2m	Longest time	5d 1h 39m
Median	0d 3h 13m	Median	0d 5h 40m
Completed Applications	100	Completed Applications	76

Table 120 - NALEIC import: permit time breakdown

The tables above outline time dimensions for different processes in the NALEIC process. Once the applicant has completed the screening process at the Department of Fisheries and Livestock Marketing, the application is taken to NALEIC. The application is checked to ensure that all the documentation is attached, and it is then risk-assessed by a vet. If the assessment is positive, a fee is assessed, and the applicant pays and returns with a receipt. The permit is then signed by a vet.

4.4 Ministry of Agriculture

Data collection at the Ministry of Agriculture took place in the week 10-14 February. Applicants to import seed, for example, must pass through all three agencies in order to get a valid permit for import. Both PQPS and Agribusiness and Marketing also handle other permits which were captured during the study.

The average time for processing of import permits was: SCCI 1d 0h 59m; PQPS 0d 12h 48m; Agribusiness and Marketing 3d 7h 10m.

Within the Ministry there is no common mechanism to track permits and no electronic communication between the different agencies. Applicants make manual applications and are required to travel to both apply for and collect approved permits. Queries must be handled by telephone or when the applicant is physically at the agency.

The Ministry of Agriculture would benefit from fully-electronic environment that links agencies and provides the opportunity for the electronic receipt of applications and the electronic distribution of permits. This would also facilitate a single point of application and receipt by applicants without the need to physically move the application from agency to agency. The use of risk management (as part of an electronic environment) would also speed up the process for low-risk applications and allow increased scrutiny for high-risk applications.

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Seed Control and Certification Institute

Seed Control and Certification Institute	
Import	
Application to Collection	
(total time)	
Measure	Time
Average	1d 0h 59m
Shortest time	0d 0h 15m
Longest time	4d 23h 20m
Median	0d 0h 47m
Completed Applications	38

Table 121 - SCCI import: permit application to collection

Over the period of the data collection, the average time from application to receipt of an import permit collection was 1d 0h 59m. Only import permits were processed during the data collection period (export permits can take several months). Applicants for an import permit must be pre-registered with SCCI to apply for a permit.

Seed Control and Certification Institute	
Import	
Application Received to Application	
Approved	
Measure	Time
Average	0d 2h 41m
Shortest time	0d 0h 6m
Longest time	0d 22h 12m
Median	0d 0h 36m
Completed Applications	45

Seed Control and Certification Institute	
Import	
Permit Approved to Permit Collected	
Measure	Time
Average	1d 0h 14m
Shortest time	0d 0h 5m
Longest time	4d 22h 50m
Median	0d 0h 15m
Completed Applications	38

Table 122 - SCCI import: permit time breakdown

As can be seen from the tables above and the figure below, the processes for completing the approval of the permit took a short average time (0d 2h 41m). The time from approval collection is driven by the need for applicants to return to SCCI which is located outside Lusaka, close to PQPS, but at least thirty-minutes' drive from Agribusiness and Marketing.

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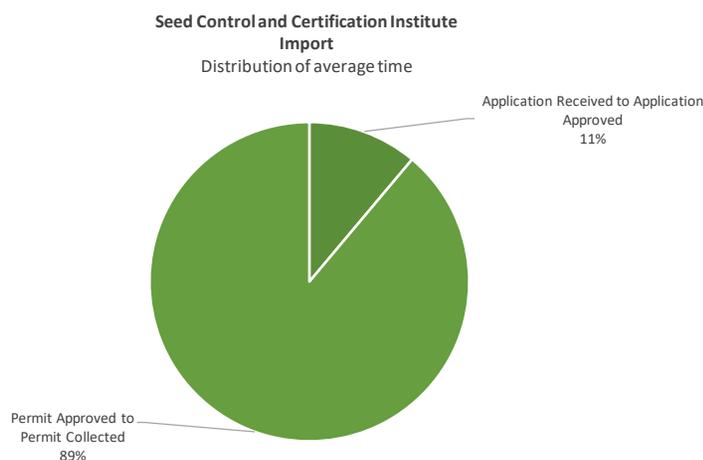


Figure 19 - SCCI import: permit distribution of average time

Plant Quarantine and Phytosanitary Service

The study captured permit applications at PQPS for imports and exports. The processes are identical and the weighted average time for both import and export permits was 0d 9h 33m.

For all permits, the applicant prepares a manual application and provides the required supporting documentation. PQPS is open for applications and collections on Monday, Wednesday and Friday 08:30-12:30 and office hours Tuesday and Thursday. At other times officers organize to undertake inspections and other duties away from the office.

Delays are often associated with applicants that have not organized payment before making an application or where applications are made on a Friday and cannot be collected until the following week.

PQPS has no backup source of power which means that it is often without power in the mornings. This limits the utility of access to ASYCUDAWorld. This also influences the average times for the application to be approved or collected as many agents/traders are aware that load shedding occurs in the morning and only go to the office when it is open in the afternoon.

Import

Plant Quarantine and Phytosanitary Service	
Import	
Application to Collection	
(total time)	
Measure	Time
Average	0d 12h 48m
Shortest time	0d 0h 16m
Longest time	2d 19h 37m
Median	0d 2h 50m
Completed Applications	41

Table 123 - PQPS import permit: application to collection

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The average time to process an import permit was 0d 12h 48m. As can be seen from the tables below, the permit approval process is relatively short with an average time of 0d 0h 50m and a median time of 0d 0h 10m. The average time for approval is influenced by applications where there is a delay in payment. Ninety-nine percent of applications were approved and collected within the time of the study data collection.

Most of the total average time is due to the time required for applicants to collect approved permits. This can be influenced by the time to return to the PQPS offices outside Lusaka, load shedding or where applications are approved on a Friday but not collected until Monday.

Plant Quarantine and Phytosanitary Service Import Application Received to Application Approved		Plant Quarantine and Phytosanitary Service Import Permit Approved to Permit Collected	
Measure	Time	Measure	Time
Average	0d 0h 50m	Average	0d 11h 57m
Shortest time	0d 0h 0m	Shortest time	0d 0h 1m
Longest time	0d 18h 0m	Longest time	2d 19h 27m
Median	0d 0h 10m	Median	0d 2h 45m
Completed Applications	42	Completed Applications	41

Table 124 - PQPS import: permit time breakdown

Export

Plant Quarantine and Phytosanitary Service Export Application to Collection (total time)	
Measure	Time
Average	0d 1h 13m
Shortest time	0d 0h 11m
Longest time	0d 5h 51m
Median	0d 0h 37m
Completed Applications	16

Table 125 - PQPS export permit: application to collection

The total average time for export permits was shorter than for import permits. The factors influencing longer times for approval are the same as for imports. Ninety-nine percent of applications were approved and collected during the study's data collection period.

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Plant Quarantine and Phytosanitary Service Export Application Received to Application Approved		Plant Quarantine and Phytosanitary Service Export Permit Approved to Permit Collected	
Measure	Time	Measure	Time
Average	0d 0h 52m	Average	0d 0h 19m
Shortest time	0d 0h 0m	Shortest time	0d 0h 1m
Longest time	0d 5h 50m	Longest time	0d 1h 35m
Median	0d 0h 20m	Median	0d 0h 5m
Completed Applications	17	Completed Applications	16

Table 126 - PQPS export permit: time breakdown

Agribusiness and Marketing

The study captured the time for import, export and transit permits across a range of different commodities. The weighted average for import, export and transit permits from application to collection was 2d 21h 19m.

The applicant presents a manual application form with the supporting documents (including previously approved permits). The application is then assessed and processed, and a fee paid on collection. Agribusiness and Marketing has a highly manual process and deals with a high volume of permits. This results in a low level of risk-assessment and considerable time being devoted to signing final permits which could be dealt with automatically in an electronic environment. Due to the very high volumes of applications and approvals, a sample of applications was captured by Agribusiness and Marketing during the data collection period.

Import

Ministry of Agriculture Agribusiness and Marketing Import Application to Collection (total time)	
Measure	Time
Average	3d 7h 10m
Shortest time	1d 4h 16m
Longest time	11d 23h 30m
Median	1d 23h 25m
Completed Applications	17

Table 127 - Agribusiness and Marketing: application to collection

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Ministry of Agriculture Agribusiness and Marketing Import Application Received to Application Approved	
Measure	Time
Average	0d 4h 26m
Shortest time	0d 0h 0m
Longest time	0d 17h 36m
Median	0d 2h 0m
Completed Applications	17

Ministry of Agriculture Agribusiness and Marketing Import Application Approved to Permit Approved	
Measure	Time
Average	1d 9h 43m
Shortest time	0d 0h 10m
Longest time	8d 21h 0m
Median	0d 23h 0m
Completed Applications	17

Ministry of Agriculture Agribusiness and Marketing Import Permit Approved to permit Collected	
Measure	Time
Average	1d 17h 0m
Shortest time	0d 0h 31m
Longest time	2d 22h 45m
Median	1d 0h 20m
Completed Applications	17

Table 128 - Agribusiness and Marketing: import permit time breakdown

As can be seen in the tables above and the figure below, most of the average time was associated with final approval of the permit and collection of the permit. The final approval of the permit is a manual process that requires one of the two officers available to sign every permit. With other duties to attend to, this can add considerable time to the process.

The requirement for applicants to come and collect permits results in delays from approval to collection of completed permits.

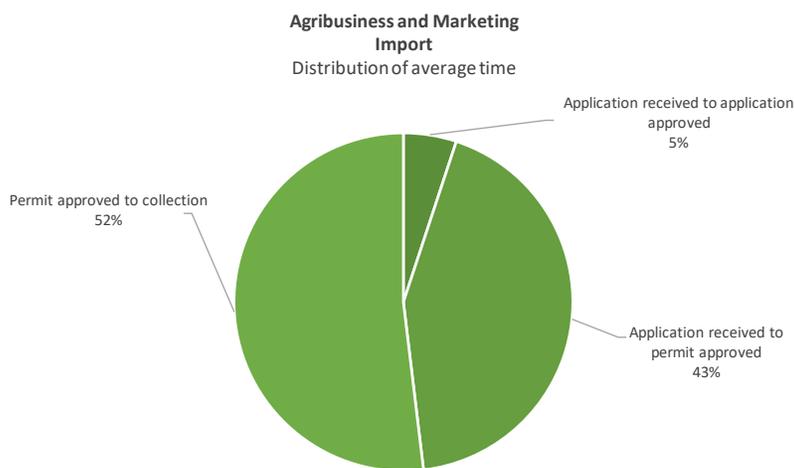


Figure 20 - Agribusiness and Marketing: import permit distribution of average time

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Export

Ministry of Agriculture Agribusiness and Marketing Export Application to Collection (total time)	
Measure	Time
Average	2d 17h 39m
Shortest time	1d 2h 34m
Longest time	5d 3h 0m
Median	1d 21h 35m
Completed Applications	27

Table 129 - Agribusiness and Marketing: export permit application to collection

Median time from application to collection of export permits was close to the median time for the same process for import permits. Most of the average time was associated with approval of the permit or collection (see tables and figure below).

Ministry of Agriculture Agribusiness and Marketing Export Application Received to Application Approved	
Measure	Time
Average	0d 4h 27m
Shortest time	0d 0h 10m
Longest time	0d 18h 21m
Median	0d 4h 0m
Completed Applications	27

Ministry of Agriculture Agribusiness and Marketing Export Application Approved to Permit Approved	
Measure	Time
Average	1d 2h 29m
Shortest time	0d 0h 10m
Longest time	4d 0h 10m
Median	0d 22h 10m
Completed Applications	27

Ministry of Agriculture Agribusiness and Marketing Export Permit Approved to permit Collected	
Measure	Time
Average	1d 10h 42m
Shortest time	0d 0h 5m
Longest time	4d 0h 0m
Median	0d 21h 15m
Completed Applications	27

Table 130 - Agribusiness and Marketing: export permit time breakdown

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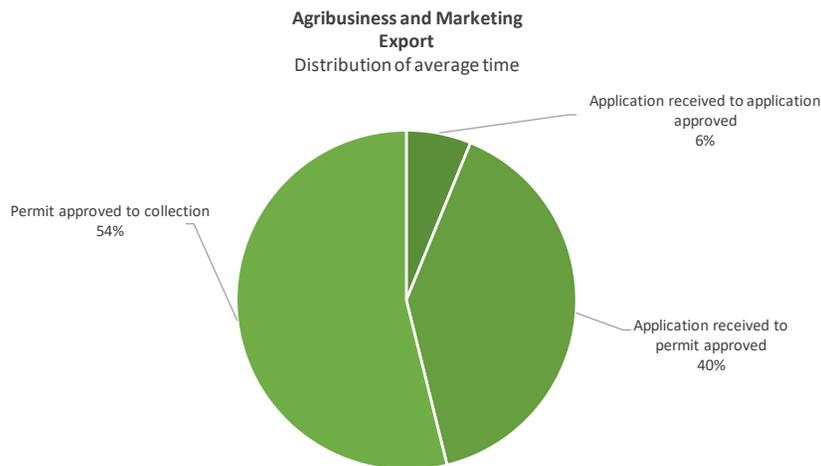


Figure 21 - Agribusiness and Marketing: export permit distribution of average time

Transit

Ministry of Agriculture Agribusiness and Marketing Transit Application to Collection (total time)	
Measure	Time
Average	2d 13h 45m
Shortest time	1d 4h 10m
Longest time	3d 22h 0m
Median	2d 1h 52m
Completed Applications	9

Table 131 - Agribusiness and Marketing: transit permit application to collection

The total average time for transit permits was 2d 13h 45m. As can be seen in the tables and figure below, the largest portion of average time was associated with the collection of permits. The small volume of applications captured can influence the average.

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Ministry of Agriculture Agribusiness and Marketing Transit Application Received to Application Approved	
Measure	Time
Average	0d 6h 47m
Shortest time	0d 1h 53m
Longest time	0d 18h 26m
Median	0d 3h 0m
Completed Applications	9

Ministry of Agriculture Agribusiness and Marketing Transit Application Approved to Permit Approved	
Measure	Time
Average	0d 11h 43m
Shortest time	0d 0h 10m
Longest time	1d 0h 10m
Median	0d 5h 24m
Completed Applications	9

Ministry of Agriculture Agribusiness and Marketing Transit Permit Approved to permit Collected	
Measure	Time
Average	1d 19h 14m
Shortest time	0d 0h 10m
Longest time	2d 22h 10m
Median	1d 20h 45m
Completed Applications	9

Table 132 - Agribusiness and Marketing: transit permit time breakdown

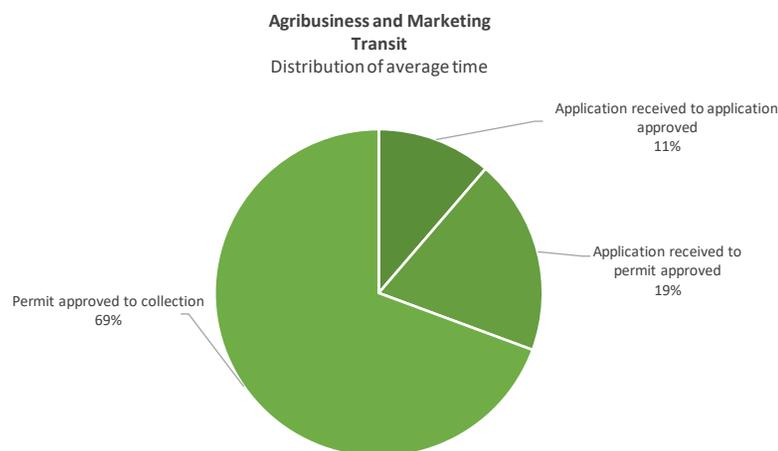


Figure 22 - Agribusiness and Marketing: transit permit distribution of average time

4.5 Ministry of Health

The Ministry of Health has a complex approval process for Health Clearance Certificates with three layers of approvals required on receipt of the application and also following technical assessment. The process is entirely manual and files must be moved around the Ministry to ensure that the required

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approvals are received. Approvals are often delayed by the unavailability of the senior staff. The process is sufficiently long that during the data collection period from 10-14 February, no import certificate completed the entire process from application to collection.

The process for a successful application is identical for imports, exports, and transit. An application must present a letter addressed to the Permanent Secretary together with supporting documents at the Policy Registry. The application is then sent to the Director's office where it is signed and sent to the Assistant Director where it is again signed and sent to the Chief Environmental Health Officer whose office undertakes the technical assessment of the application. Once it is approved from a technical perspective it is then sent back to the Assistant Director to review and approve before going again to the Director's office where the certificate is typed up and the Director approves. The applicant comes to the Director's office to collect. There are currently no fees.

In addition to making use of a future electronic environment for applications, assessment and distribution, the need for multiple layers of approvals should be reviewed.

Import

Ministry of Health Import Application Received to Arrive Director's Office	
Measure	Time
Average	0d 4h 33m
Shortest time	0d 0h 6m
Longest time	0d 20h 9m
Median	0d 0h 28m
Completed Applications	14

Ministry of Health Import Received Director's Office to sent to Assistant Director	
Measure	Time
Average	0d 7h 19m
Shortest time	0d 0h 13m
Longest time	0d 21h 4m
Median	0d 0h 37m
Completed Applications	6

Ministry of Health Import Sent to Assistant Director's Office to Arrives for Typing	
Measure	Time
Average	0d 18h 10m
Shortest time	0d 0h 20m
Longest time	1d 21h 51m
Median	0d 13h 16m
Completed Applications	4

Ministry of Health Import Arrive for Typing to sent to Director's Office	
Measure	Time
Average	1d 21h 38m
Shortest time	0d 23h 46m
Longest time	2d 21h 9m
Median	1d 20h 49m
Completed Applications	4

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Ministry of Health Import Sent to Director's Office to Application Approved	
Measure	Time
Average	1d 22h 16m
Shortest time	1d 0h 49m
Longest time	2d 20h 44m
Median	1d 21h 15m
Completed Applications	3

Table 133 - Ministry of Health: Health Clearance Certificate time breakdown

The tables above and the figure below highlight where the average time was spent in the process. Most of the average time was spent in final approval by the Director (and the typing of the certificate). The demands that are placed on senior executive's means that there can be delays in getting approvals for permits.

It is to be noted in the tables below that the time from 'Sent to Assistant Director's office' to 'Arrives for typing' included assessment by the responsible food safety officer. There can be reasons why this process takes time, including that documents required for processing may be missing. Although 60% of applications sent to the Deputy Director's office were assessed by the responsible food safety officer during the data collection, the common problem of missing documents can have been a contributing factor to no import applications completing the entire process.

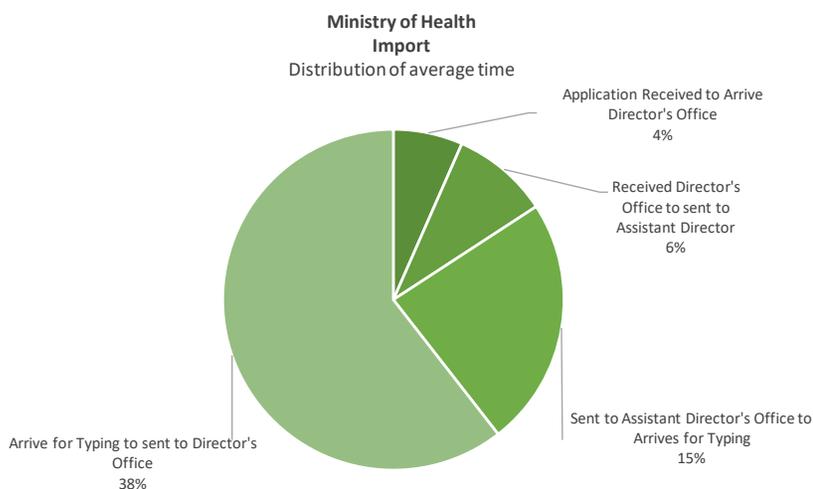


Figure 23 - Ministry of Health: import distribution of average time

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Transit

Ministry of Health Transit Application to Collection (total time)	
Measure	Time
Average	4d 3h 18m
Shortest time	3d 21h 11m
Longest time	4d 9h 25m
Median	4d 3h 18m
Completed Applications	2

Table 134 - Ministry of Health: transit application to collection

The data collection captured a small number of transit applications from arrival of the Policy Registry until collection by the applicant of an approved certificate. The average time from application to collection was 4d 3h 18m. Only 40 % of applications received completed the process from application to collection and so the average time is longer than in the table presented above.

Ministry of Health Transit Application Received to Arrive Director's Office	
Measure	Time
Average	0d 6h 25m
Shortest time	0d 0h 2m
Longest time	0d 14h 59m
Median	0d 3h 28m
Completed Applications	5

Ministry of Health Transit Received Director's Office to sent to Assistant Director	
Measure	Time
Average	0d 12h 3m
Shortest time	0d 0h 29m
Longest time	0d 21h 4m
Median	0d 18h 40m
Completed Applications	5

Ministry of Health Transit Sent to Assistant Director's Office to Arrives for Typing	
Measure	Time
Average	0d 23h 31m
Shortest time	0d 1h 11m
Longest time	1d 21h 51m
Median	0d 23h 31m
Completed Applications	2

Ministry of Health Transit Arrive for Typing to sent to Director's Office	
Measure	Time
Average	1d 9h 57m
Shortest time	0d 2h 9m
Longest time	2d 17h 45m
Median	1d 9h 57m
Completed Applications	2

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Certificates, Licenses and Permits findings and analysis

Ministry of Health Transit Sent to Director's Office to Application Approved		Ministry of Health Transit Application Approved to Collection	
Measure	Time	Measure	Time
Average	1d 21h 54m	Average	1d 21h 54m
Shortest time	1d 0h 49m	Shortest time	1d 0h 49m
Longest time	2d 18h 0m	Longest time	2d 18h 0m
Median	1d 21h 54m	Median	1d 21h 54m
Completed Applications	2	Completed Applications	2

Table 135 - Ministry of Health: transit time breakdown

The tables above and figure below clearly highlight the impact of multiple approvals with most of the average time also being in the Director’s office for final approval and for typing of the certificate. This is partly a result of the time demands placed on senior executives. The actual time for technical assessment (‘Sent to Assistant Director’s Office to Arrives for Typing’) took a relatively smaller amount of average time. The absence of the ability to distribute approved certificates electronically also means there was time taken for applicants to come and collect the approved certificate.

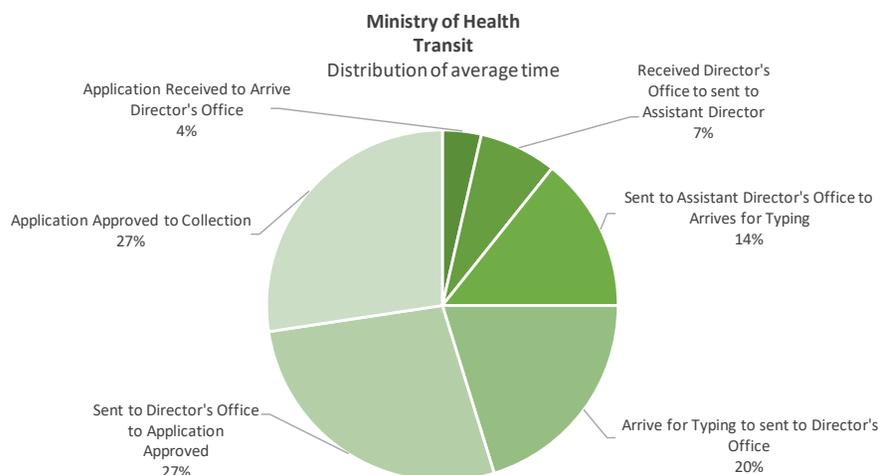


Figure 24 - Ministry of Health: transit distribution of average time

4.6 Zambia Environment Management Agency

ZEMA undertook to provide data in an electronic format for this study, however the data did not match the agreed parameters and so is not included in this report.

5 ANNEXES

5.1 Sampling and data

The sampling process is to ensure that enough data is collected so that the entries into the WCO TRS Software are representative of the volumes of each BCP in scope.

The WCO recommends that a seven (7) day period data collection is used. Due to seasonal variations and the large volumes at the BCPs in scope, the services of a statistician were used to develop the sampling approach. This was done by analyzing the volume of historical declarations at each border post and making a statistical estimate of the number of declarations that need to be collected – or sampled – to provide a ‘typical’ week’s volume at a 95 % confidence level with an interval of +/- 5 %.

The 95 %/5 % validity level means that if the survey were conducted 100 times, the same result would be achieved 95 times within +/-5 % of the TRS+ study result. This is a standard test of statistical validity in surveys. The sampling rates were determined by deleting the smallest 5-10 % of the weekly volumes from the sampling space. The rounded number of the smallest weekly declaration volumes of the remaining data was then used to calculate the required sampling. The reason for this approach rather than using the mean value is the large spread in declarations (or vehicles) handled in different weeks over the course of a year. This also represents a conservative approach to determining the sampling size.

As no border crossing is identical in terms of transaction volumes, each border crossing must be analyzed as a separate entity. At borders, it is expected that there exists a smallest theoretical time, but it is possible for border processes to take longer than the average. Declaration numbers for each CPC in ASYCUDAWorld are assigned without any bias towards type of handling and so all can be included under each respective regime.

For CBRAs, all transactions over the week of the study were captured with the exception of Agri-business and Marketing where a non-representative sample was captured. The study also identified that applications for the same LCPO are handled identically and, as there is no specific bias, each LCPO can be treated identically for the purposes of the study.

Data entry

Due to issues beyond the control of the project, data entry into the WCO TRS Software was delayed. This final report is based on data entered into the WCO TRS Software as at 25 November 2020.

This means that the data presented in this report is statistically valid. The tables below show the number of entries in the WCO TRS Software for each BCP and regime. It also includes the proportion of declaration data captured during the data collection period. To ensure 95 %/5 % validity, most of the data will need to be entered into the WCO TRS Software.

As per 25th November 2020, 1 982 declarations are entered into the WCO TRS Software out of 2 078 collected declarations during the data collection. This is equal to 95.38 % of the total declarations. For those not entered the majority are incomplete or contains typing errors and by such not possible to find a match between the figures withdrawn from ASYCUDA and the manual data collected by the enumerators.

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Draft report workshop and stakeholder interviews

5.2 Draft report workshop and stakeholder interviews

Outlined below are the agencies and stakeholders engaged with directly during the TRS+. Individual stakeholders are named only once although engagement activities may have taken place during the start-up week, the test week and actual data collection.

Start-up week 18-22 November

Name	Agency/Organization
Alfred Chitalu	Zambia Chamber of Commerce and Industry
Gerald Chizinga	Zambia Compulsory Standards Agency
Kennedy Simutome	Zambia Metrology Association
Penina Jonazi	Ministry of Fisheries and Livestock
Arnold Changwe	Ministry of Agriculture - Seed Control and Certification Institute
Nathan Chituka	Ministry of Commerce Trade and Industry
Paul Mumba	Ministry of Commerce Trade and Industry
Rodwell Chandipo	Zambia Environment Management Agency
Friday Mulenga	Zambia Airports Corporation
Lweendo Shimunzhila	Ministry of Health
Nase Lungu	Zambia Revenue Authority
John Mumba	CML Cargo Management and Logistics
Robert Mtonga	Truckers Association of Zambia
Nkandu Chanda	Hill & Delamain
Friday Mulenga	Zambia Airports Corporation
Jonathan Lewis	NAC 2000
John Clayton	ZEGA Limited
Henry Bwalya	ZEGA Limited
Luke Mbewe	ZEGA
Jonathan Moono	Customs Clearing & Freight Forwarding Agents Association of Zambia
Dale Mudenda	University of Lusaka
Gilbert Sikazwe	Zambia Freight Forwarders Association
Gerald Chizinga	Zambia Compulsory Standards Association
Kennedy Simutome	Zambia Metrology Association
Isaac Sichilima	Ministry of Agriculture - Seed Control and Certification Institute
Peter Zulu	Ministry of Agriculture – Agribusiness and Marketing
Dr Kenn Msiska	Ministry of Agriculture - Plant Quarantine and Phytosanitary Service
Rodwell Chandipo	Zambia Environment Management Agency
Doreen Sakala	Ministry of Health
Makomani Siyanga	Zambia Medicines Regulatory Authority
Daki Chilembo	Zambia Medicines Regulatory Authority
Dr Caesar Lubabe	National Livestock Epidemiology and Information Centre (NALEIC)
Gregory Bwalya	National Livestock Epidemiology and Information Centre (NALEIC)

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Given Simalumba	Department of Fishery & Livestock Marketing
Mazuba Simlabbe	ZRA
Ivy Milimo	ZRA
Nosiru Sipalo	ZRA
Twiggy Mulenga	ZRA
Moses Lungu	ZRA
Thomas Mulenga	ZRA

Test week 13-17 January 2020 and data collection week 10-16 February 2020

Name	Agency/Organization
Sydney Mfunne	Ministry of Agriculture - KKIA
Brenda Mawere	ZRA
Idah Njovu	ZRA
Lizzie Banda	ZRA
Daisy Masaiti	ZRA
Lloyd Mwansa	ZAMRA KKIA
Richard Chirwa	Port Health - KKIA
Mubanga Chipimo	Port Health – KKIA
Philamon Mkangalo	Ministry of Fisheries and Livestock - KKIA
Charles Banda	Ministry of Fisheries and Livestock - KKIA
Tasila M'hango Phiri	NAC 2000
Charles Mutale	NAC2000
Precious Sakala	NAC2000
Guessman Hang'andu	ZEGA
Babitas Banda	ZRA
Mupishi Miti	ZRA
Maxwell Kapindula	ZRA
Bwalya Chibata	ZRA
Haddon Musila	ZRA

Zambia TRS+ Final Report

Questionnaires

5.3 Questionnaires

Time Release Study -

(* = 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

Victoria Falls - Import	
1. Declaration / Entry Number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Simplified import procedures	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
19. Arrive at gate	

Zambia TRS+ Final Report Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
22. To Livingstone or released at Victoria Falls	To be cleared in Livingstone <input type="checkbox"/> Parking in Livingstone but to be cleared in Victoria Falls <input type="checkbox"/> Release at Victoria Falls <input type="checkbox"/>
23. Exit border - to be cleared in Livingstone	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Exit border - parking in Livingstone but cleared in Victoria Falls	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. ZRA physical inspection (Victoria Falls) starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. ZRA physical inspection (Victoria Falls) ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Multiple CBRAs	Yes <input type="checkbox"/> No <input type="checkbox"/>
34. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
35. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
40. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

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Questionnaires

43. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
47. Exit border - release at Victoria Falls	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
48. Comments	

(*) = 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

Zambia TRS+ Final Report Questionnaires

Time Release Study -

(*) = 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

Victoria Falls - Export	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min.
7. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
9. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
11. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min.
12. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
13. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
17. Clearance location	Victoria Falls <input type="checkbox"/> Livingstone <input type="checkbox"/> Other <input type="checkbox"/>
18. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
19. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>

Zambia TRS+ Final Report Questionnaires

20. ZRA physical inspection (Victoria Falls) starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. ZRA physical inspection (Victoria Falls) ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
27. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

(*) = 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

Victoria Falls - Inbound transit	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
6. Transit	Inward transit (RIB) <input type="checkbox"/> Through transit (RIT) <input type="checkbox"/>
7. Transit service fee paid	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
19. Arrive at gate	

Zambia TRS+ Final Report Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
22. To Livingstone or released at Victoria Falls	To be cleared in Livingstone <input type="checkbox"/> Parking in Livingstone but to be cleared in Victoria Falls <input type="checkbox"/> To be released at Victoria Falls <input type="checkbox"/>
23. Exit border - to be cleared in Livingstone	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Exit border - parking in Livingstone but cleared in Victoria Falls	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. ZRA physical inspection (Victoria Falls) starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. ZRA physical inspection (Victoria Falls) ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Multiple CBRA	Yes <input type="checkbox"/> No <input type="checkbox"/>
34. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
35. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
40. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

Zambia TRS+ Final Report

Questionnaires

43. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Print T1/transit document	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
47. Exit border - release at Victoria Falls	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
48. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

(*) = 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

Victoria Falls - Outbound transit	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
6. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
13. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. ZRA physical inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. ZRA physical inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

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19. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	
20. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
21. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Acquit T1 / print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

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Kazungula - Import	
1. Declaration / Entry Number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Simplified import procedures	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
19. Arrive at gate and issued gate pass	

Zambia TRS+ Final Report Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
22. Scan starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. ZRA physical inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. ZRA physical inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Multiple CBRA's	Yes <input type="checkbox"/> No <input type="checkbox"/>
32. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
33. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
38. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
40. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
43. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Print Release Order	

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Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

(*) = 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

Kazungula - Export	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
9. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
11. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
12. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
13. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
17. Vehicle arrives at gate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
19. Selected for physical inspection at border	

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	Yes <input type="checkbox"/> No <input type="checkbox"/>
20. ZRA physical inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. ZRA physical inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
27. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. Comments	

(*) = 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

Zambia TRS+ Final Report Questionnaires

Time Release Study -

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Kazungula - Inbound transit	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
6. Transit	Inward transit (RIB) <input type="checkbox"/> Through transit (RIT) <input type="checkbox"/>
7. Transit service fee paid	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
19. Arrive at gate and issued gate pass	

Zambia TRS+ Final Report Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
22. Scan starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. ZRA physical inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. ZRA physical inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Multiple CBRA's	Yes <input type="checkbox"/> No <input type="checkbox"/>
32. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
33. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
38. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
40. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
43. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Print T1/transit document	

Zambia TRS+ Final Report

Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Comments	

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Zambia TRS+ Final Report

Questionnaires

Time Release Study -

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Kazungula - Outbound transit	
1. Declaration number	
2. Vehicle registration number	
3. HS code (first two digits)	
4. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
6. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Truck arrives at gate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Present documents at Customs Counter	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
12. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
14. Selected for physical inspection at border	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. ZRA physical inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. ZRA physical inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Physical inspection report sent to CPC	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
19. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

Zambia TRS+ Final Report Questionnaires

20. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. CBRA	ZCSA <input type="checkbox"/> Port Health <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
22. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Acquit T1 / print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Exit border	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

(*) = 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

Kenneth Kaunda International Airport - Import	
1. Declaration / Entry Number	
2. Airway Bill number	
3. HS code (first two digits)	
4. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Simplified procedures	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order selectivity	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
15. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. ASYCUDA assigns inspector for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
19. Aircraft arrives	

Zambia TRS+ Final Report Questionnaires

	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Goods arrive at ground handler warehouse	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. ZRA physical inspection starts (Updated SAD physical examination)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. ZRA physical inspection ends (Inspection act sent to CPC)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. Multiple CBRA's	Yes <input type="checkbox"/> No <input type="checkbox"/>
29. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
30. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
35. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
40. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. Print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Manual Exit	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

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Questionnaires

43. Comments

(*) = 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

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Questionnaires

Time Release Study -

(*) = 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

Kenneth Kaunda International Airport - Export	
1. Declaration number	
2. Airway Bill number	
3. HS code (first two digits)	
4. CACP/AEO	Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
6. Goods arrive in warehouse	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
10. Release Order/Selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
12. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
14. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
18. ZRA physical inspection starts (Updated SAD physical examination)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

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19. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. ZRA physical inspection ends (Inspection act sent to CPC)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Multiple CBRA's	Yes <input type="checkbox"/> No <input type="checkbox"/>
24. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
25. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
30. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. Print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. Aircraft departs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. Comments	

(*) = 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

Zambia TRS+ Final Report

Questionnaires

Time Release Study -

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Kenneth Kaunda International Airport - Inbound Transit	
1. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
2. Declaration / Entry Number	
3. Airway Bill number	
4. HS code (first two digits)	
5. Declaration registered in ASYCUDAWorld	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
6. Validate and assess	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. Transit	Inward transit (RIB) <input type="checkbox"/> Through transit (RIT) <input type="checkbox"/>
8. Transit service fee paid	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Type of payment	E-payment/transfer <input type="checkbox"/> Head Office/RTGS <input type="checkbox"/> At the border <input type="checkbox"/>
11. Release Order selectivity (channel)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
12. Channel	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Blue <input type="checkbox"/>
13. Routed to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
16. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
18. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
19. Manual Examiner Reassignment – red	

Zambia TRS+ Final Report Questionnaires

	Yes <input type="checkbox"/> No <input type="checkbox"/>
20. Aircraft arrives	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. Goods arrive at ground handler warehouse	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. ZRA physical inspection starts (Updated SAD physical examination)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. ZRA physical inspection ends (Inspection act sent to CPC)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. CBRA block in ASYCUDA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
28. CBRA re-routes	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Multiple CBRA's	Yes <input type="checkbox"/> No <input type="checkbox"/>
30. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
31. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
34. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
35. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>
36. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
40. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Print T1/Transit document	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

Zambia TRS+ Final Report

Questionnaires

43. Manual Exit	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
44. Comments	

(*) = 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

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Questionnaires

Time Release Study -

(*) = 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

Kenneth Kaunda International Airport - Outbound Transit	
1. Declaration number	
2. Airway Bill number	
3. HS code (first two digits)	
4. Goods arrive in warehouse	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. ZRA payment received	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
6. ASYCUDA assigns inspector for documentary inspection (yellow)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. Manual Examiner Reassignment – yellow	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Send to query and reroute (documentary)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
9. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. ASYCUDA assigns officer for physical inspection (red)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
11. Manual Examiner Reassignment – red	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. ZRA physical inspection starts (Updated SAD physical examination)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
13. Send physical inspection report to supervisor	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
14. ZRA physical inspection ends (Inspection act sent to CPC)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
15. Send to query and reroute (physical inspection)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Amend confirmed/Drop by CPC Manager/Drop by query officer/partial query amend (end query)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. CBRA	ZAMRA <input type="checkbox"/> Port Health <input type="checkbox"/> Veterinary Health Officer <input type="checkbox"/> Ministry of Agriculture <input type="checkbox"/>

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18. Present documents to CBRA	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
19. CBRA inspection starts	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. CBRA inspection ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
21. CBRA release	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
22. Clear Declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Re-route to Green channel	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
24. Acquit T1 / print Release Order	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
25. Aircraft departs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. Comments	

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Glossary of terms

5.4 Glossary of terms

Term	Description
Agent/Customs agent	Customs agents act as intermediaries between traders and Customs in the clearance process. Agents can submit declarations, make duty payments and support the clearance and release of goods.
Arrive at gate	When the vehicle arrives at the border gate
ASYCUDA (Automated System for Customs Data)	A computerized customs management system that covers most foreign trade procedures. The system handles manifests and customs declarations, accounting procedures, transit and suspense procedures. It was developed by the United Nations Conference on Trade and Development (UNCTAD). ASYCUDA has a number of modules that can be used to support Customs operations including, for example, a risk management module.
Customs Accredited Clients Program (CACP)	<p>ZRA clients that have undergone a validation process and as participants in the CACP program receive a number of benefits. These benefits include:</p> <ul style="list-style-type: none"> • Access to Customer and Relationship Managers; • Priority in resolving any misunderstanding and or conflicts; • Compliant clients are rewarded with greater facilitation while deterring non-compliance through the prescribed penalties; • Facilitates client education and coaching through continuous consultation with Customs Services, long term and comprehensive compliance management focus; • Shift of control responsibility to clients' management control and internal systems; • Promotes the voluntary and self-assessment strategy; • Expedited clearance at the border even in time of downtime (system availability); • Special Release; • Reduced intervention by the inland enforcement units; and • Destination Inspection.
Central Processing Centers (CPC)	Documentary controls and declaration clearance using ASYCUDAWorld is done at regional Central Pro-

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Glossary of terms

	cessing Centers. Victoria Falls/Livingstone and Kazungula fall under the Livingstone CPC and Kenneth Kaunda International Airport is a CPC.
Channel(s)	ASYCUDAWorld allows declarations to be channeled based on risk. The channels used are: <ul style="list-style-type: none"> • Green: low risk and can be released on arrival. Declarations are re-routed to green channel as the last stage in Customs clearance prior to release • Yellow: declaration to undergo documentary control • Red: goods to undergo physical control, i.e. a physical inspection • Blue: fiscal channel, for example deferred duties subject to post-clearance audit
Customs Declaration	The document(s) providing information required for clearance of goods by a national Customs Administration.
Clearance	The accomplishment of the Customs formalities necessary to allow goods to enter home use, to be exported or to be placed under another Customs procedure;
Cross Border Regulatory Agencies (CBRAs)	Refers to other government agencies apart from Customs that also fulfill a control function at national borders for both imports and exports. This can include, for example, agencies such as Ministries of Agriculture with responsibility for phytosanitary controls of imports and ensuring certification of agricultural exports.
Declaration registered	When the declaration is submitted by the trader and registered by Customs in ASYCUDAWorld.
Epayment	Payment of duties and taxes by electronic transfer.
Exit gate/gate out	When the vehicle passes the border area exit gate.
Ground handler	Responsible for removal of the goods from the aircraft and transfer initially to the ground handler's warehouse.
Inspection act	The report filed in ASYCUDAWorld by the inspector following a physical inspection.
License, Certificate, Permit, Other	An approval required for the release of goods by a government agency. This may include approvals for goods which are governed by standards or phytosanitary requirements.
Manual exit	A process at Kenneth Kaunda International Airport where the goods are passed to the trader/driver by the

Zambia TRS+ Final Report

Glossary of terms

	ZRA officer in the warehouse transit shed who acquits the goods against the ZRA warehouse register. For manual exit a release order is required
Pay at border	Payment of duties and taxes at the border.
Physical inspection	An inspection of the goods by ZRA or CBRA officers.
Present documents	When a paper copy of the declaration and supporting documents is presented to ZRA at the border to evidence the arrival of the goods. Also includes presentation of LCPOs to CBRAs at the border.
Print release order	When the release order is printed. The release order is a document given to the agent, driver or trader as evidence that the goods have been released.
Query	Where an issue is identified in a documentary control or physical control which requires additional information or follow-up. To resolve the issue a query is issued to the trader/agent.
Release	The action by the Customs to permit goods undergoing clearance to be placed at the disposal of the persons concerned
Removal in Bond	Goods transiting from the border to an inland station for release
Removal in Transit	Goods transiting through Zambia to a third-country
Scanner	A scanner x-rays the vehicle and load.
Self-assessment	Under self-assessment traders determine the tariff classification of the goods and calculate and pay their own Customs duties without intervention from Customs officials. Self-Assessment places responsibility to correctly declare particulars of a customs transaction on importers and exporters. Customs role is to verify the correctness of the declaration.
Validate and assess	Once the declaration is registered it is validated and the duties assessed. At the same time ASYCUDAWorld allocates a channel based on a risk assessment.
World Customs Organization (WCO)	The WCO is an independent intergovernmental body whose mission is to enhance the effectiveness and efficiency of Customs administrations. The WCO represents 182 Customs administrations across the globe that collectively process approximately 98% of world trade.
World Trade Organization Trade Facilitation Agreement	The Trade Facilitation Agreement (TFA) is a multilateral treaty setting out a series of measures for expeditiously moving goods across borders and entered into

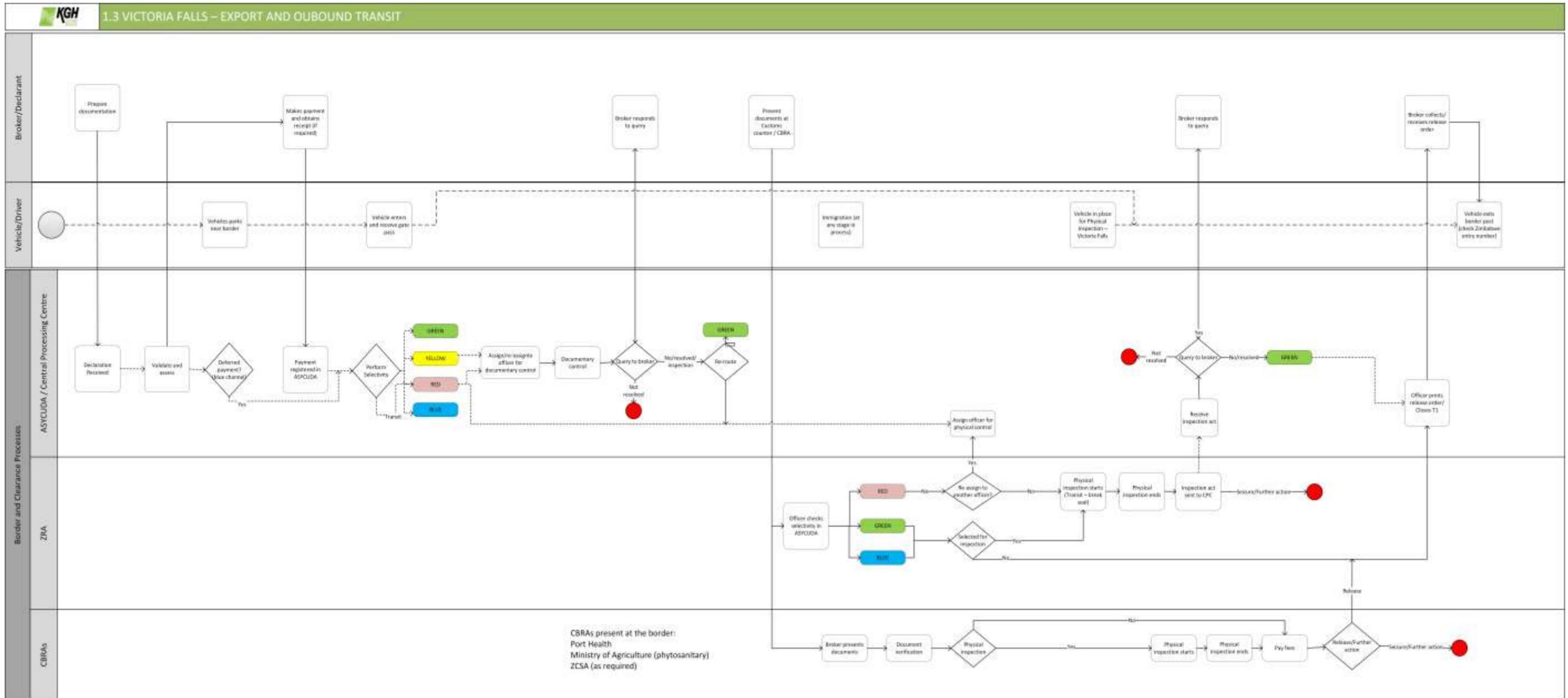
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Glossary of terms

	force on 22 February 2017. The Agreement states that assistance and support should be provided to help countries. Zambia is a party to the TFA-
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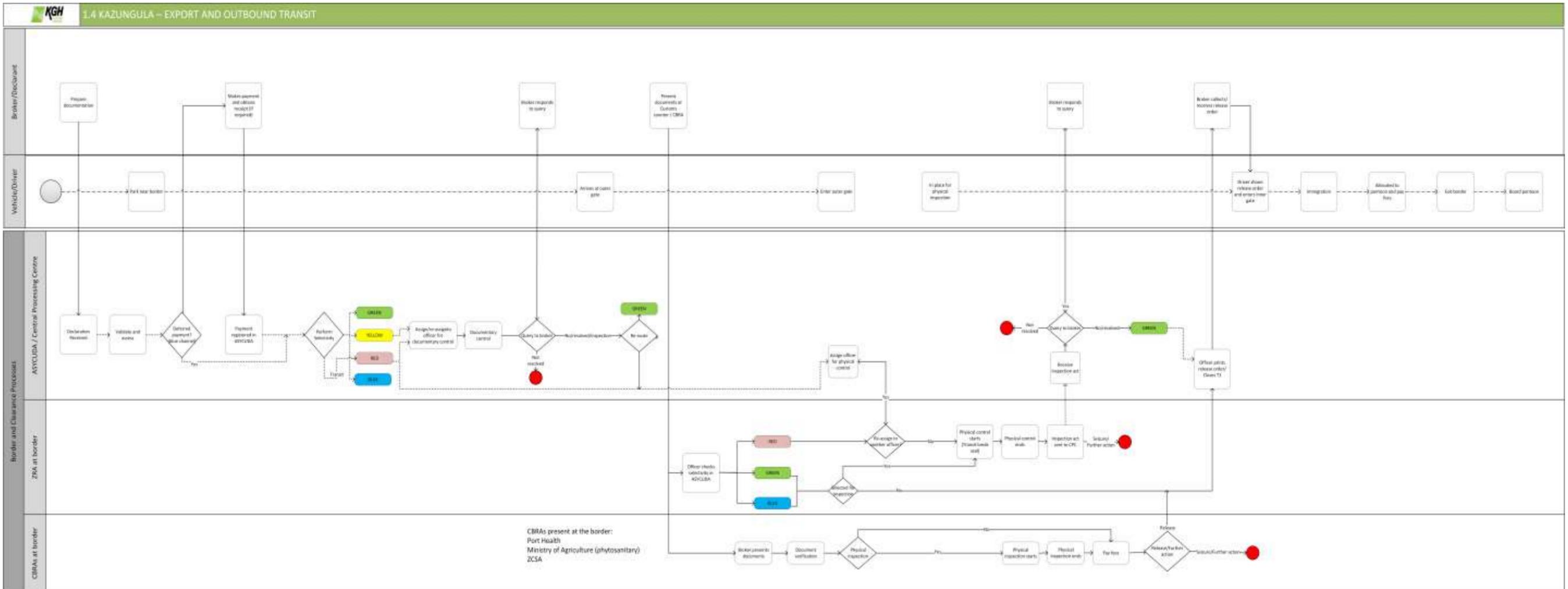
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Process maps (as is)



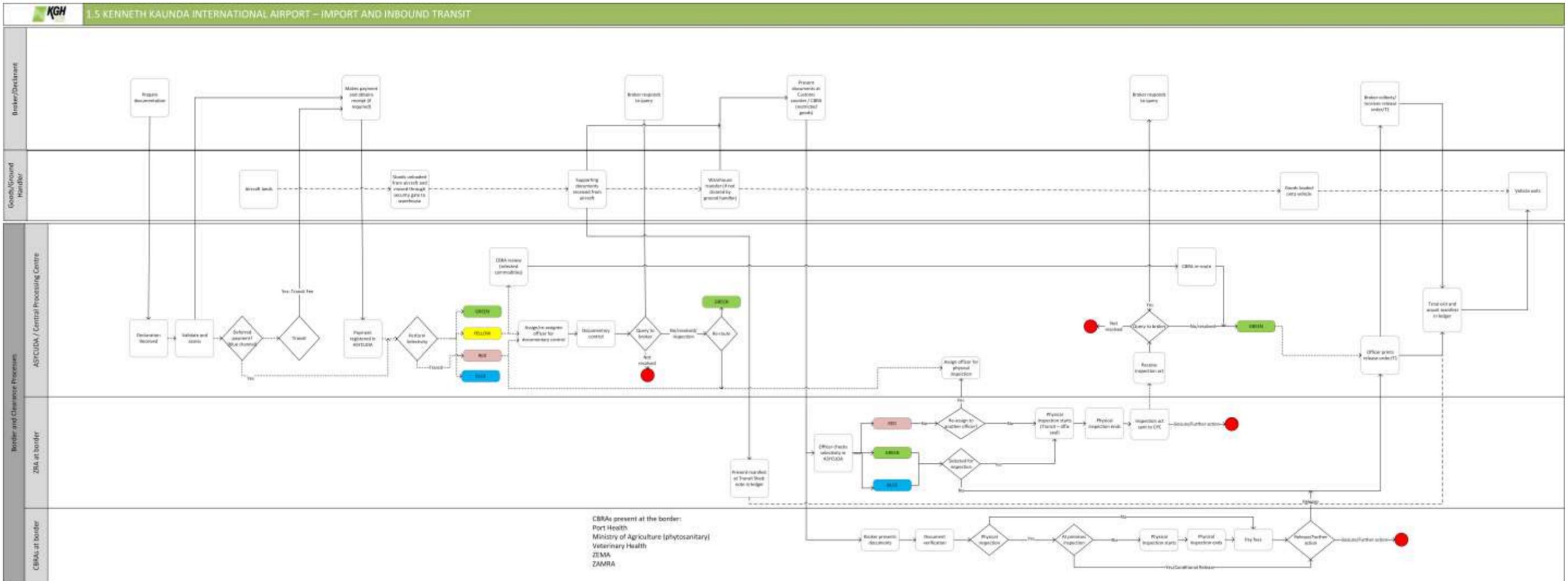
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Process maps (as is)



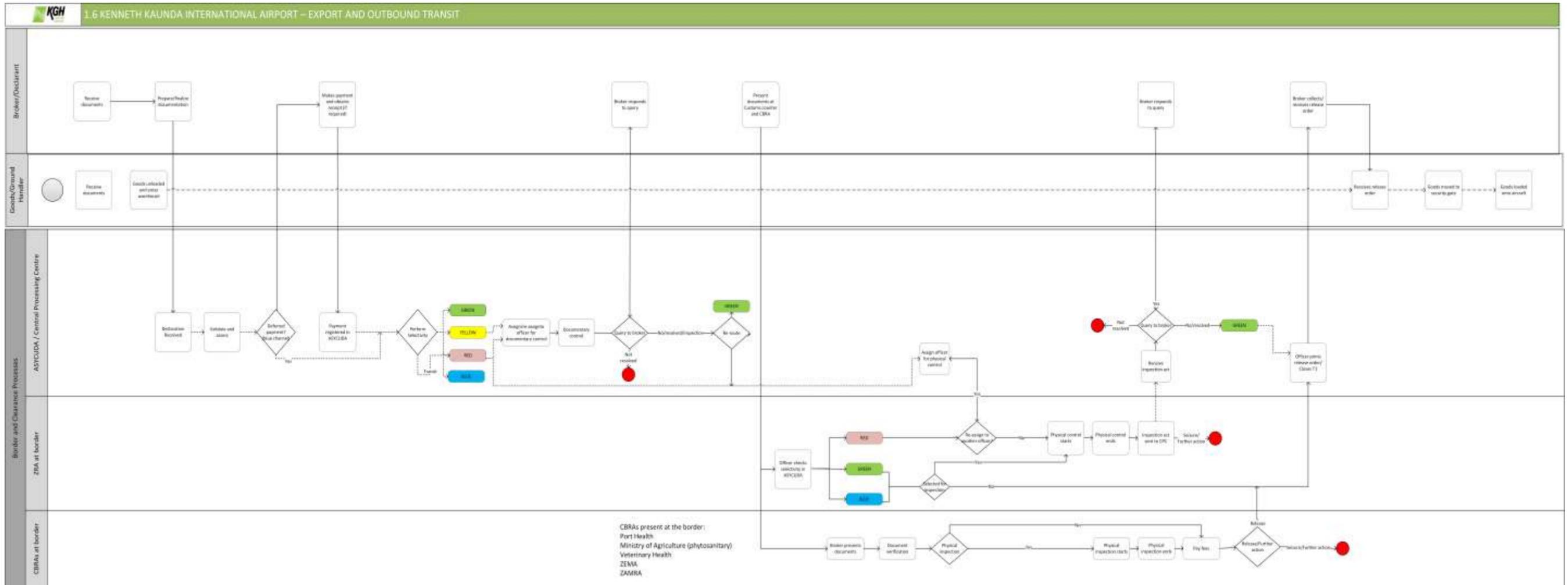
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Process maps (as is)

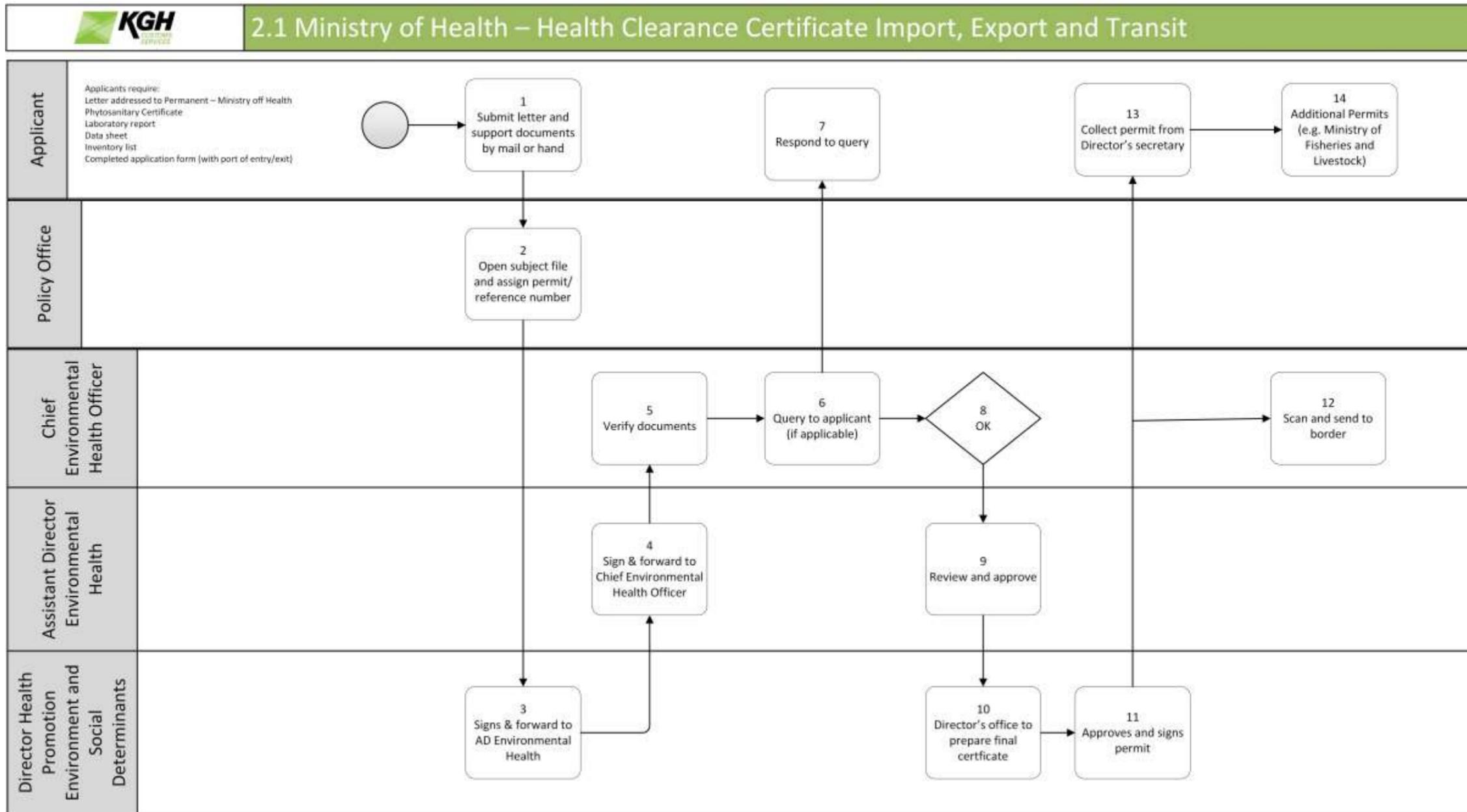


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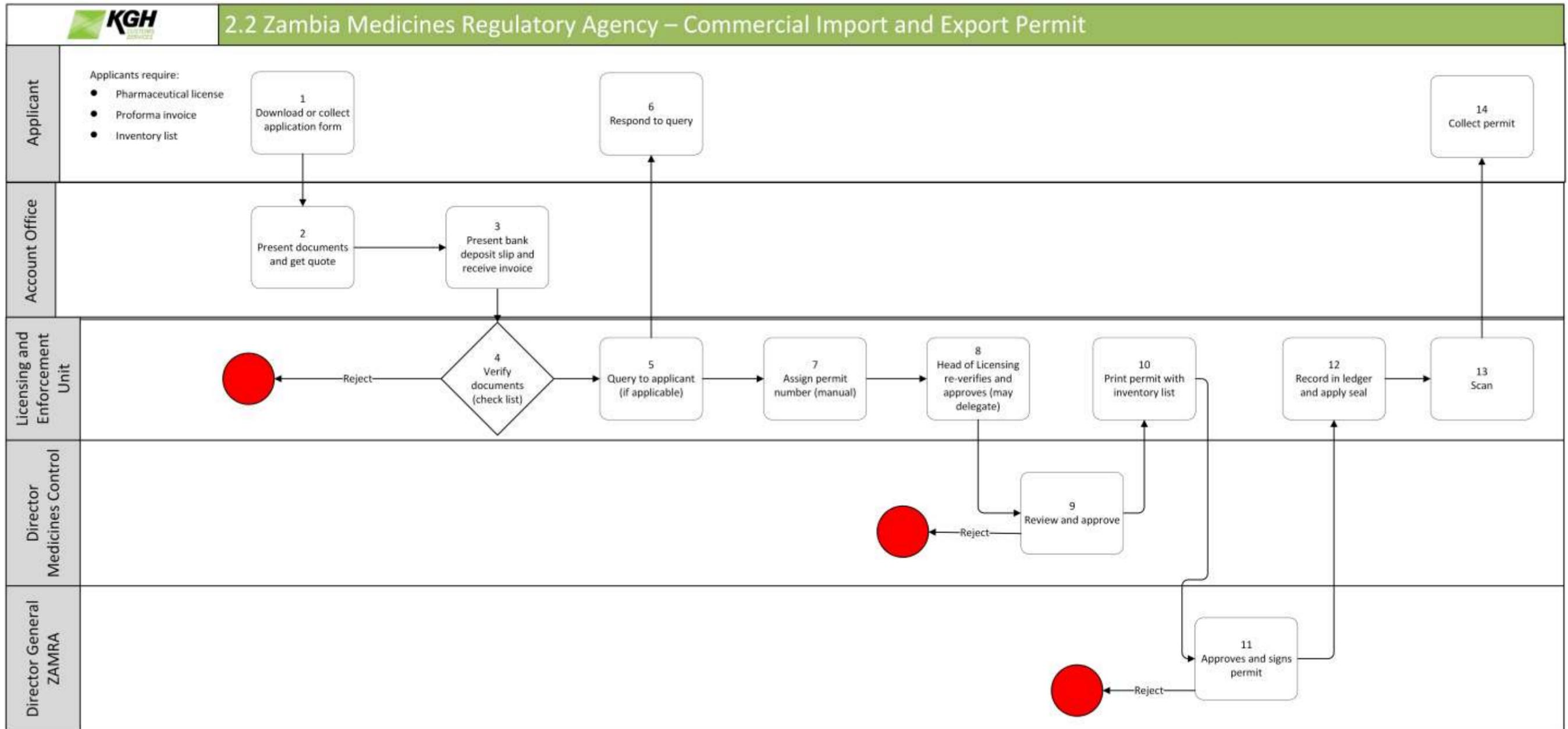
Process maps (as is)



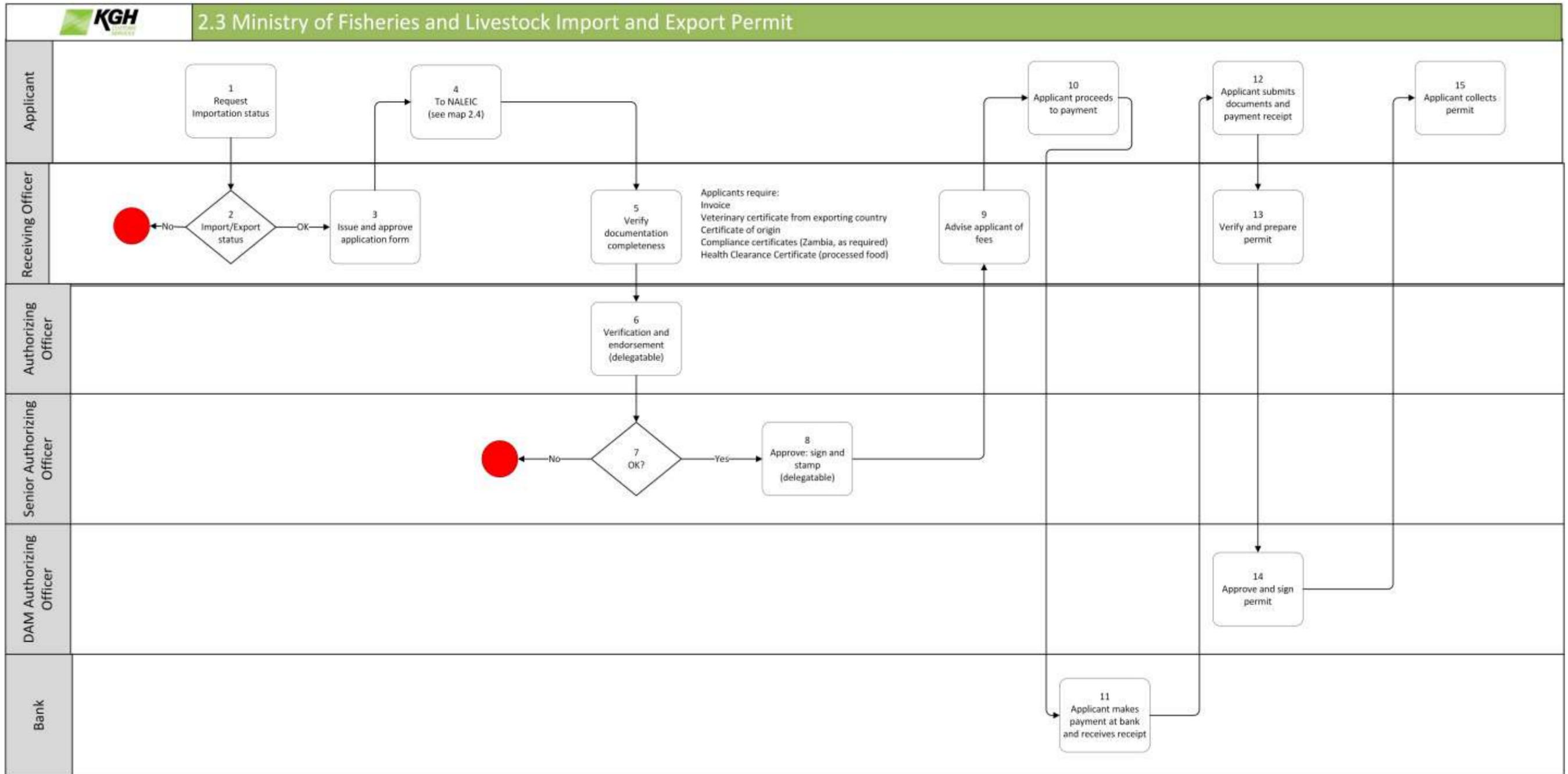
Zambia TRS+ Final Report
Process maps (as is)



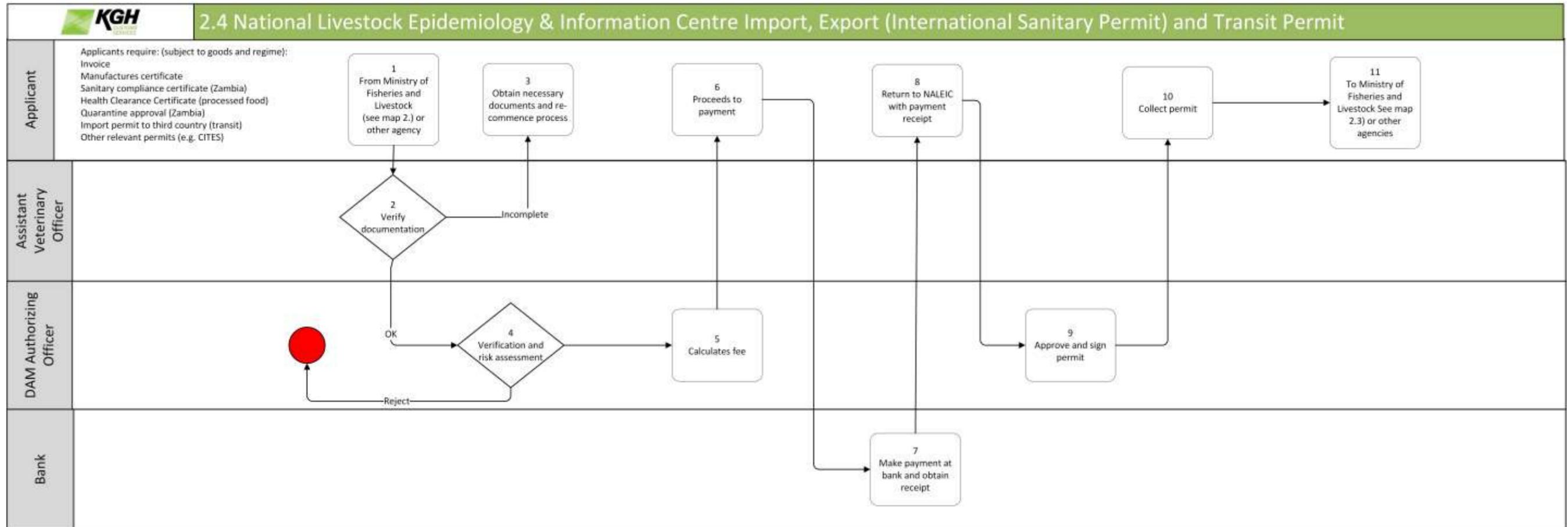
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Process maps (as is)



Zambia TRS+ Final Report
Process maps (as is)

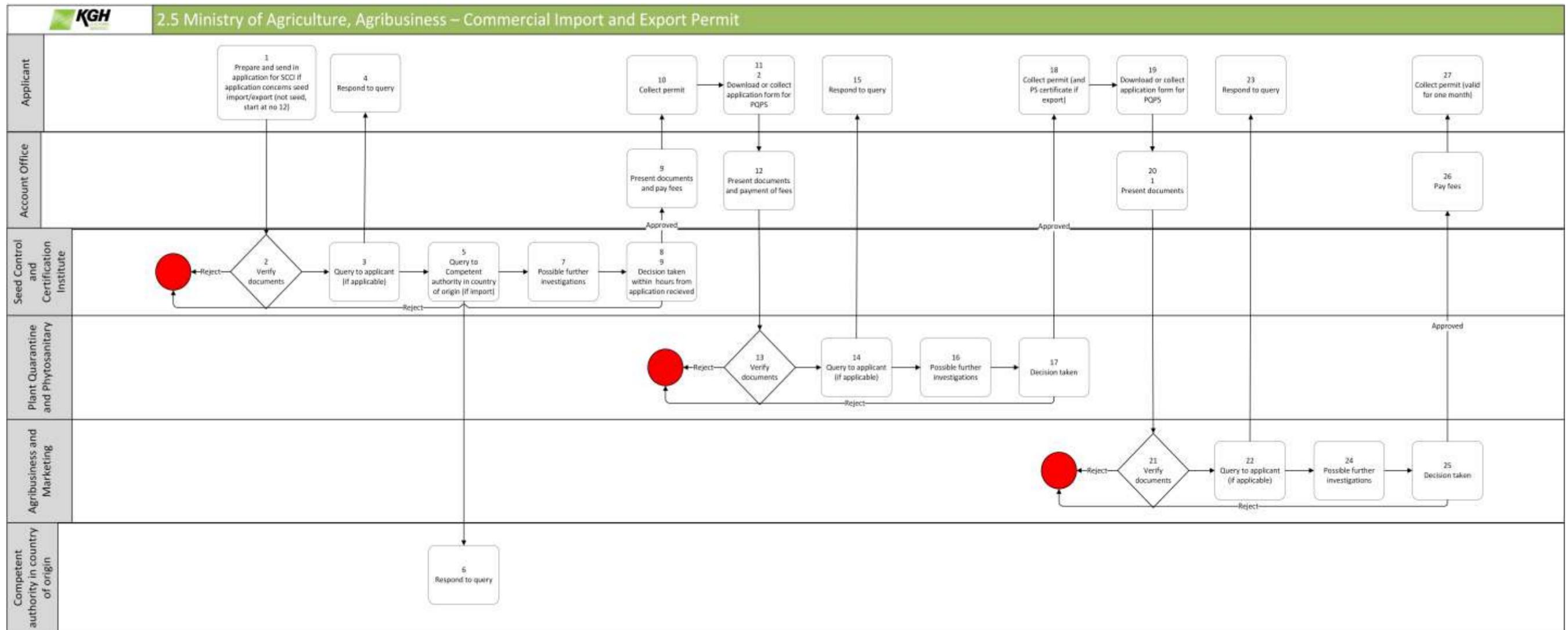


Zambia TRS+ Final Report
Process maps (as is)

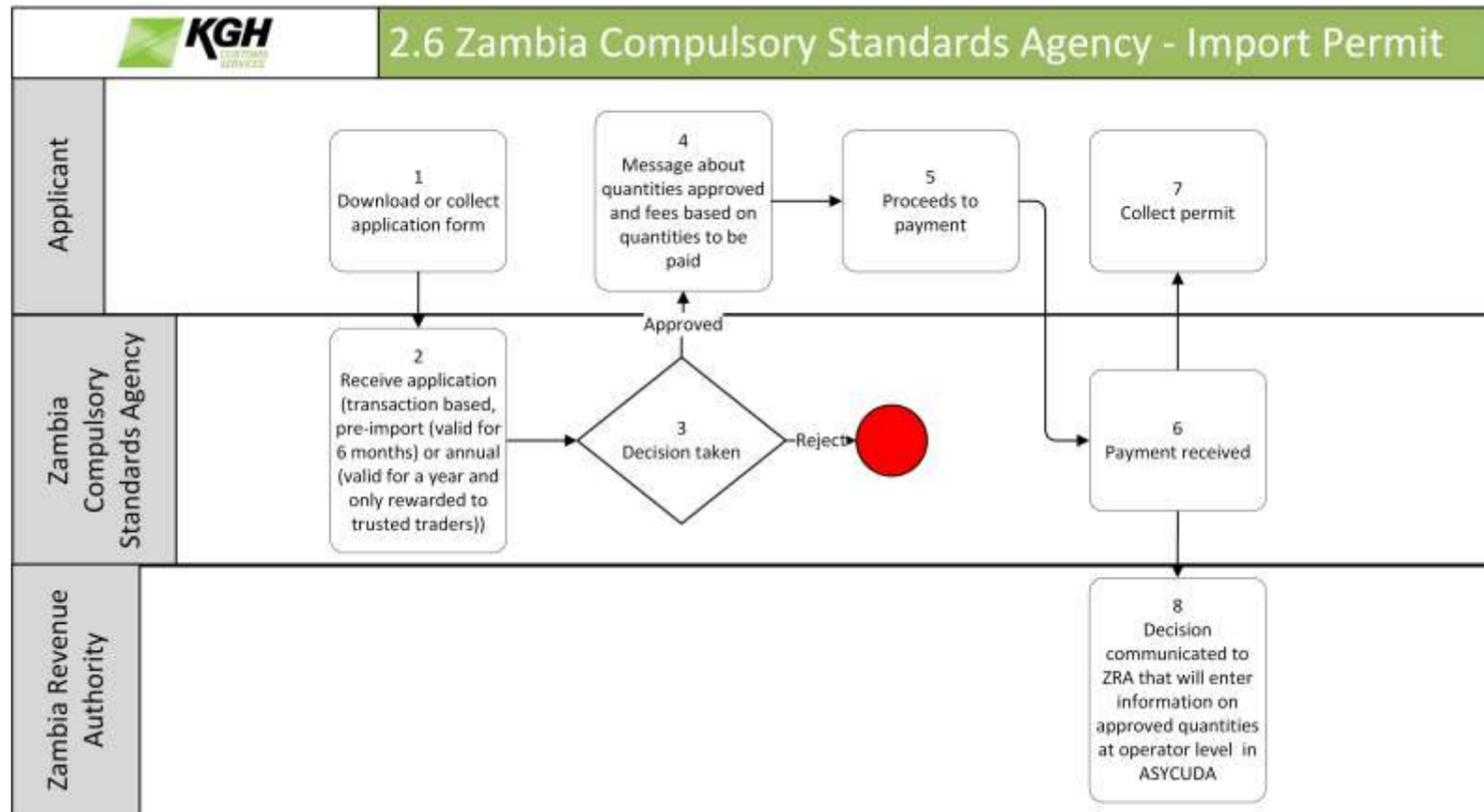


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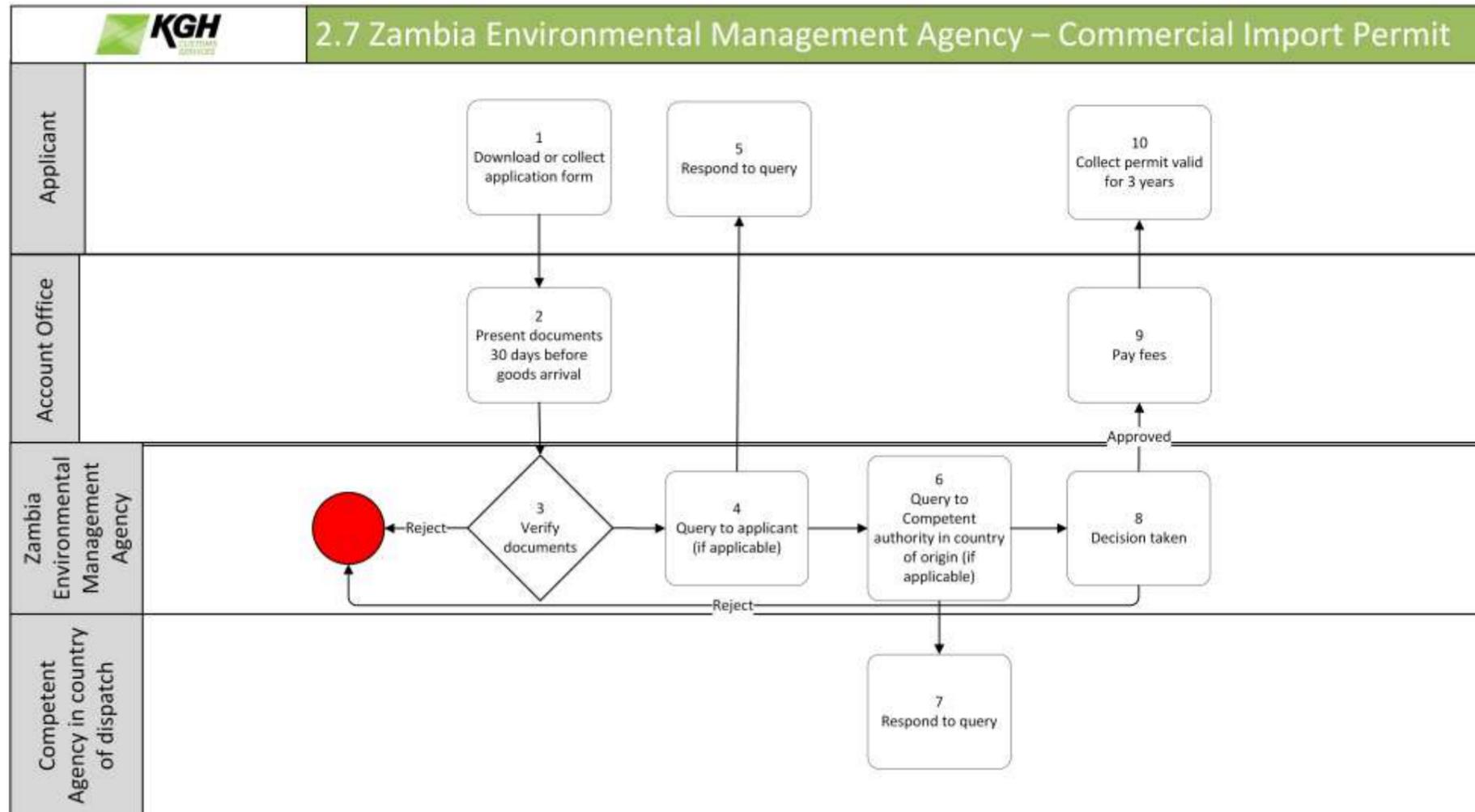
Process maps (as is)



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Process maps (as is)



Zambia TRS+ Final Report
Process maps (as is)



- ENDS -