

World Customs Organization
East & Southern Africa
Regional Office for Capacity Building



East and Southern Africa Region

Table of Contents

i.	Abbreviations / Acronyms	2
1	Background	3
2	Opening and Welcome	3
3	Programme of the Conference	6
4	Importance of Research in Customs	6
5	Customs Research in Africa	7
6	Presentation of Selected Research Papers	8
6.1	Customs Modernisation Trade Facilitation tools implemented in Mozambique, South Africa and Zimbabwe	8
6.2	Transit Management Systems: An ideal model for East and Southern Africa	9
6.3	The impact of Information and Communication Technology (ICT) on trade facilitation: Case study of the Zimbabwe Revenue Authority (ZIMRA)	10
6.4	Trade Facilitation: Perspective From the Private Sector on the Trade Facilitation tools and instruments implemented in East and Southern Africa region	11
6.5	Topic: How far are the island nation's customs administrations in the East and Southern Africa ready to inter-connect using ICT for the purpose of sharing trade data to facilitate legitimate trade?	12
6.6	Topic: Implementation of Risk Management Systems in Africa, lessons learned	13
6.7	Topic: The impact of Customs facilitation initiatives on cost of trading: the case study of Malawi, South Africa, Zambia and Zimbabwe	14
6.8	Topic: Assessing the Impact of Trade Facilitation on Customs Management: A Case Study of the Mauritius Revenue Authority (MRA) Customs	15
7	Research Methodologies	16
8	Writing Methods	17
9	Awards to the finalists	19
10	Closure	21
11	ROCB CONTACTS	21
12	Listing of Annexes	22

i. Abbreviations / Acronyms

COMESA	Common Market for East and Southern Africa
DFID	Department for International Development (UK)
EAC	East African Community
ESA	East and Southern Africa
ICT	Information and Communication Technology
NUST	National University of Science and Technology
PICARD	Partnerships in Customs Academic Research and Development
REC's	Regional Economic Communities
RKC	Revised Kyoto Convention
ROCB	Regional Office for Capacity Building
SADC	Southern African Development Community
TMSA	TradeMark Southern Africa
WCO	World Customs Organization
WTO ATF	World Trade Organization Agreement on Trade Facilitation
ZIMRA	Zimbabwe Revenue Authority
ZUVCA	Zimbabwe Universities Vice Chancellors' Association

1 Background

- 1.1.1 The WCO ESA Regional Office for Capacity Building (ROCB) launched the ESA Regional Research Programme, which aims to build institutional capacity and the body of knowledge in Customs through research. The programme will enhance the region's capacity to showcase its own research at the WCO PICARD conferences. A work programme was developed for implementing the Research platform and themes. A call for papers was made and submissions received from member states, the RECs and other stakeholders. The Research Panel was established, constituted by COMESA, EAC, SADC, WCO ESA ROCB, WCO Research unit, two Short Term Experts and TradeMark Southern Africa which supported the programme under the ESA Collaboration Project. Financial support was provided by the Department for International Development (DIFD).
- 1.1.2 After an evaluation process, the ROCB notified all successful candidates and called upon them to commence the writing of their papers. The candidates were allocated the Experts to supervise the writing of their papers. A set of Case Study guidelines for all candidates was prepared to assist candidates with the writing of their papers.
- 1.1.3 The expected deliverables include an e-book, consisting of a consolidation of papers presented during the conference. The Experts supervised the selected candidates in liaison with the ROCB.

2 Opening and Welcome

- 2.1.1 The 1st WCO ESA Regional Research Conference was hosted by the Zimbabwe Revenue Authority and took place on the 4th and 5th June, 2014 at the Meikles Hotel in Harare, Zimbabwe. The theme of the conference was "Customs and Trade Facilitation: Building Institutional Capacity and the body of knowledge in Customs through research".
- 2.1.2 The conference was organized by the ROCB and attended by researchers and officials from various member Customs administrations in the East and Southern Africa region, including officials of the Zimbabwe Revenue Authority, the WCO, Regional Economic Committees (RECs), the private sector, academia and cooperating partners.
- 2.1.3 The meeting was opened by the Acting Commissioner General of the Zimbabwe Revenue Authority, Mrs. Anna Mutombodzi who was invited to address participants by the Commissioner of Customs of the Zimbabwe Revenue Authority, Mr. Happias Kuzvinzwa

- 2.1.4 Mrs. Mutombodzi welcomed the participants to the conference and Zimbabwe. She thanked the region for bestowing upon ZIMRA the honour of hosting the first ever Regional Research Conference. She stressed the essential role played by Customs in securing and facilitating the smooth flow of legitimate trade, in the face of the demands of globalisation and modernisation that require a greater understanding of the political, economic and trading environment in which Customs is expected to operate.
- 2.1.5 The Acting Commissioner General highlighted the vital role of Research conducted in relevance to and in enhancing Customs operations, procedures and practices. As such, she called upon Customs Administrations to continue to produce research and policy analysis on Customs and trade matters. She hoped that the aims of the Research programme would be met and that it would further improve collaboration between Customs and academia and increase research activities in various fields in order to achieve implementation of the WCO tools and instruments and meet the objectives of the REC's.
- 2.1.6 Mrs. Mutombodzi reminded the meeting of the WCO launch of the Partnership in Customs Academic Research and Development (PICARD) programme in 2006 and its aim to provide a framework for cooperation between Customs and the academic world. ZIMRA, she pointed out, had also identified the Customs-Academic gap nine years before and engaged universities for the setting up of customised degree programmes to cater for Customs and Tax matters. As a result, the Bachelor and Master of Commerce degrees in Fiscal Studies were introduced in partnership with the National University of Science and Technology (NUST).
- 2.1.7 *Annex 1: Speech of Acting Commissioner General at the opening of the 1st ESA Research Conference.*
- 2.1.8 The Guest of Honour at the conference was Professor Hope Sadza of the Women's University in Africa. Her speech highlighted the major key issues that link research and customs as; Status of knowledge in facilitating institutions, Knowledge gaps in facilitating institutions and Interventions to bridge these gaps. On the status of knowledge in facilitating institutions, she pointed out that currently Institutions of Higher Learning teach the subject of Customs and Trade Facilitation under different disciplines which include Economics, Banking and Finance, Law and Taxation. These were either taught as topics in a syllabus which competed with other demanding topics popularly required by industry and commerce.
- 2.1.9 Professor Sadza stated that as central actors in Customs and Excise Duties, the host institution, ZIMRA, is a repository of knowledge on Customs and Trade Facilitation as evidenced by the smooth flow of trade between Zimbabwe and other countries in the

ESA region and globally. The high calibre of students churned out into the system by institutions also contributes to the trade system. She pointed out that ZIMRA is forging closer cooperation between Institutions of Higher Learning through the Zimbabwe Universities Vice Chancellors' Association (ZUVCA).

- 2.1.10 Commenting on the Knowledge gaps in facilitating institutions, the professor regretted that literature on Customs and Trade Facilitation has remained scanty owing to the lack of systematic focus on the subject in Institutions of Higher Learning. This had been brought to the fore by a lack of exchange of ideas between Academia and Customs and Trade Facilitation Institutions, lack of dissemination of the Customs and Trade Facilitation information to the intended beneficiaries and delay on the incorporation of new developments in products in Sub-Regional Protocols such as ESA.
- 2.1.11 The Guest of Honour lamented the lack of specialised skills by the facilitating institutions in cross-checking the composition of chemical products such as drugs, withholding of official data by Facilitating Institutions from researchers or the lack of knowledge of the formal communication channels to be followed. Lack of revision and review of Protocols on "The rules of Origin for Products to be traded". A silo mentality has been built by the Facility Institutions and academia.
- 2.1.12 On the Interventions to bridge the gaps, Professor Sadza called for Public Lectures from ZIMRA and facilitating Institutions relating to Customs and Trade Facilitation in institutions of higher learning. She encouraged focus on research on Customs, Trade Facilitation and socio-economic development that needs to be systematically carried out and results disseminated to inform policy decisions. Facilitating institutions were urged to set up One-Stop Shop facilities for potential investors. The Academia also needed to research more on the area to increase the body of knowledge and increase literature in the area of Customs and Trade Facilitation. The need for effective communication channels between the Facilitating Institutions and Academia remained as important as well as the need for regular updating of Sub-Regional Protocols to take into account changing circumstances. All the institutions therefore need to make unclassified information available to researchers and students in institutions of higher learning and establish sustainable means of communication between Customs, academia and all the stakeholders.
- 2.1.13 Annex 2: Presentation of the Guest of Honour at the conference was Professor Hope Sadza of the Women's University in Africa*
- 2.1.14 The Head of the WCO Research Unit, Mr. Robert Ireland complimented the region and the ROCB for organising the first ever Regional Research Conference among the six regions of the WCO. He pointed out the need to understand the local realities in order to enhance trade facilitation. He stressed that by nature, research takes a lot of courage

and those undertaking such research should be applauded for their boldness and encouraged to further their works. This would build the region's capacity in research and in achieving the broad goals of all the members.

- 2.1.15 The Director of the ROCB, Mrs. Christine Msemburi, emphasised the discourse by Chimamanda Ngozi Adichie of Nigeria and called on the region to 'tell our own story'. This highlighted why the regional research conference remained of paramount importance to the WCO ESA region members. She called on the region to effectively define the direction and pace of 'our' growth and development in order that the latter years would be based on the strong foundations laid.

3 Programme of the Conference

- 3.1.1 The programme of the conference included Presentations on the importance of Research in Customs and Customs Research in Africa, the Presentations of selected papers, Presentations and discussion on Research Methodologies and on Writing Methods and presentation of awards to the finalists of the 1st WCO ESA Customs Research Chapter.

3.1.2 Annex 3: Programme of 1st ESA Research Conference

4 Importance of Research in Customs

Presenter: Mr. Robert Ireland, Head of WCO Research Unit

- 4.1.1 The presentation highlighted the importance of research in Customs and outlined the key reasons of this importance. It called on the need to discover realities on the grounds of operation and objectively test possible policy solutions. It encouraged the stimulating of discussion and debate and gave the example of 2013 Research Conference on Informal Cross Border Traders at WCO HQ where Nigerian officials queried the research results presented and methodology used during a presentation of a research paper. The presentation also called for the promotion of Customs as a 'serious' professional vocation.
- 4.1.2 Mr. Ireland discussed the Research methods used in data gathering that would produce credible findings and emphasised the use of data for reform purposes. He gave the example of a study in Cameroon that effectively utilised Customs research data to improve trade facilitation.

- 4.1.3 The presenter advised that the WCO has a depository of research papers on its website from different member countries, and these were available to the public. The conference was informed of the upcoming PICARD Conference that would be held in Mexico in September 2014.
- 4.1.4 Discussions from the participants sought to know the other quantitative approaches used Customs research. It was pointed out that besides the qualitative methods, the use of experiments to measure the effect of trade facilitation on revenue collection was also employed such as in Cameroon, among other methods
- 4.1.5 *Annexe 4: Presentation of Mr. Robert Ireland, Head of WCO Research Unit*

5 Customs Research in Africa

Presenter: Mr. Creck Buyonge, the Chief Executive Officer, Customs & International Trade Associates Ltd.

- 5.1.1 The presentation gave a background to Research in Customs, elaborating on the African and the global context, with a brief on the history of Tax and Customs avoidance/evasion. It also provided the background of the professionalization of Customs through WCO.
- 5.1.2 Mr. Buyonge called on the need for transparency to external criticism and complimented customs research work that is published in journals. He emphasised the need for greater impetus and zeal in order to break new grounds in research.
- 5.1.3 The discussions arising from the presentation called for Customs research results and outputs to be delivered or shared with the public since they are the greater benefactors of such research efforts. The use of Customs to Business Partnerships platforms was important in sharing research outputs. The uptake of research outputs, however, had not been at satisfactory levels. It was agreed that there should be Regional Strategy to integrate Customs and universities in doing Customs research.

6 Presentation of Selected Research Papers

6.1 Customs Modernisation Trade Facilitation tools implemented in Mozambique, South Africa and Zimbabwe

Presenter: Mr. Elisha Tshuma

6.1.1 Abstract

Trade facilitation initiatives should assist countries to meet the challenges and opportunities of the 21st Century in the promotion of the seamless movement of goods through secure international trade supply chain. Most of the initiatives are spearheaded by National Customs Administrations for the obvious reason that trade facilitation has to do with simplifying and harmonising Customs procedures (WCO 2010). If these objectives are forgotten, Customs Administrations may end up frustrating trade in the name of implementing Customs modernisation initiatives. This paper examines some of the modernisation initiatives implemented in Mozambique, South Africa and Zimbabwe and identify lessons obtained.

Annex 5: Presentation by Mr. Elisha Tshuma

6.1.2 Discussions

- It was pointed out that the objectives of the research had not been well defined, such as the omission on “Identifying the challenges that were experienced during the implementation of the trade facilitation tools”.
- Questions were raised on the trade facilitation tools the research looked at and sought clarity if it was a general view? The trade facilitation tools used were noted to have focused on imports only and not exports, while control of various factors affected both imports and exports. The presenter pointed out that the research had focused on the implementation by the commented countries that had linked ICT systems.
- The supervisor would work further with the researcher to consolidate the proposals before finalisation of the paper.

6.2 Transit Management Systems: An ideal model for East and Southern Africa

Presenters: Mr. Jimmy S. Badjonat and Ms. Reena Ramtohol

6.2.1 Abstract

Transportation flow and global trade connectivity among the East and Southern Africa (ESA) region countries are crucial in promoting economic integration as prime catalysts for improved and sustained economic development. Landlocked countries within the region are particularly impacted since most of their trade transits through neighbouring borders. Landlocked nations should be highly pro-active to substantiate and maintain positive engagement for their integration and eventual economic expansion into the trade supply chain.

In this research paper we have examined and reviewed theoretical approaches, global trade facilitation initiatives and new trends of transit management case studies from within and outside the ESA region, with the objective to reveal valuable lessons and useful best practices suitably adapted, to the implementation of a functional transit management system allied to Customs control for the region. Additionally, this study suggests several propositions to be considered when implementing the ideal Transit Management System for the ESA region.

Annex 6: Presentation by Mr. Jimmy S. Badjonat and Ms. Reena Ramtohol

6.2.2 Discussions

- Participants sought to know what the study would bring into the fore as an ideal TMS out of the commented case studies. The study recommended that ESA region should come up with a TMS that works and is sustainable.
- The methodology used in this study was generalised instead of being specific.
- Concerning fees and other charges, what is the reasonable levels in countries studied?
Reference to Article 5, “reasonable fees” is relative to the situation of the country and this is a big challenge in most circumstances.

6.3 The impact of Information and Communication Technology (ICT) on trade facilitation: Case study of the Zimbabwe Revenue Authority (ZIMRA)

Presenter: Mr. Cephas Makunike

6.3.1 Abstract

This paper discusses the use of ICT in the Zimbabwe Revenue Authority (ZIMRA) and the ESA region which has resulted in various positive contributions to trade facilitation. In so doing valuable benefits are reaped by stakeholders in the international business supply chain. The stakeholders include government agencies, intermediaries and traders. All the stakeholders also play a key role in trade facilitation which is driven by their distinct interests and needs in the trade supply chain. The paper identifies some of the significant benefits from trade facilitation as the reduction in the burden and costs associated with international trade transactions. There are further benefits which are related to a good trade facilitation environment such as the creation of greater opportunities to attract foreign direct investment (FDI). There are many other positive multiple linkages which are linked to effective and efficient border clearance and trade facilitation systems which can accrue to an economy and hence contributing to economic progress as well as driving regional and international trade. The goal is to use electronic data instead of paper documents and to connect different computer systems of government agencies and business to create a robust international supply chain.

The paper also outlines that ICT plays a significant and critical role in various border clearance functions such as One Stop Border Posts (OSBP), goods release or clearance times (as measured by the Time Release Study), the Single Window concept and coordinated border management in the East and Southern Africa (ESA). Whilst ICT is not short of its challenges, it provides a lot of future opportunities in Customs administration. The paper concludes that ICT drives a robust customs administration system and thereafter recommends that it is important to prioritise the full automation of all customs processes chief among them being having a complete single window system in order to realize all the gains of automation.

Annex 7: Presentation by Mr. Cephas Makunike

6.3.2 Discussions

- The problem statement and objectives have not been clearly stated. While the topic indicate the focus on ICT impact on trade facilitation in ZIMRA, the presentation moved away from Zimbabwe and went on to look at the ESA region.
- The suggested model which implied the use of quantitative data had no bearing on the presentation findings and recommendations. There is need to derive clear conclusions and recommendations from the properly designed research method and model developed from it.

6.4 Trade Facilitation: Perspective From the Private Sector on the Trade Facilitation tools and instruments implemented in East and Southern Africa region

Presenter: Mr. Dhunraj Kasse

6.4.1 Abstract

International trade in goods and services is important for poverty eradication and sustainable development. The engine behind the growth of the global economy in recent years has been the dynamic performance of developing countries, especially emerging economies such as Brazil, China and India and trade among developing countries. In the Sub-Saharan African region, policy makers have started focusing increasingly on addressing non-tariff barriers. Trade facilitation measures have become a key instrument to create an improved trading environment. Investment directed at moving goods cheaper and achieving faster delivery across the continent is expected to increase intra-African trade, spur growth and development of the continent and meaningful poverty reduction.

According to the OECD (2013), reducing global trade costs by 1% would increase worldwide income by more than USD 40 billion, most of which would accrue to developing countries. A recent study by OECD in February 2013 revealed that the activities that appear to contribute significantly to the reduction of trade costs in Sub-Saharan Africa are relevant to compliance formalities. The same study divulges that in some African countries revenue losses from inefficient border procedures are estimated to exceed 5% of GDP. The United Nations Conference on Trade and Development (UNCTAD) estimates that the average Customs transaction involves 20–30 different parties, 40 documents, 200 data elements (30 of which are repeated at least 30 times) and the re-keying of 60–70 per cent of all data at least once. With the lowering of tariffs across the globe, the cost of complying with Customs formalities has been reported to exceed in many instances the cost of duties to be paid. In the modern business environment of just-in-time production and delivery, traders need fast and predictable release of goods. (WTO)

This paper gives a brief overview of the various measures of the World Trade Organization Agreement on Trade Facilitation (WTO ATF) signed in December 2013; the regional progression of implementation of the trade facilitation measures within the Southern African region vis-à-vis and beyond the agreement, challenges and recommendations to enhance the seamless movement of goods across SADC region. The paper includes a special focus on the WTO Agreement on Trade Facilitation, the Revised Kyoto Convention, the WCO SAFE Framework of Standards to Secure and Facilitate Global Trade (SAFE Framework) and the UN Almaty Programme of Action.

Annex 8: Presentation by Mr. Dhunraj Kassee

6.4.2 Discussions

- It was observed that the presenter had not had sufficient time to cover the private sector perspective of trade facilitation tools and instruments in ESA and key recommendations. It was recommended that there should be empirical data to show the actual private sector perspective on trade facilitation tools so far implemented. The research paper should also focus mainly of the private sector perspective. The researcher was expected to finalise the document with the supervisor.

6.5 Topic: How far are the island nation's customs administrations in the East and Southern Africa ready to inter-connect using ICT for the purpose of sharing trade data to facilitate legitimate trade?

Presenter: Mr. Giandeo Mungroo

6.5.1 Abstract

Information and Communication Technology (ICT) when put in its true perspective, provides the basis for the changing role of Customs and opens up unparalleled new opportunities for connectivity and interaction. Connectivity among Customs administrations is of paramount importance for trade supply chain security, trade facilitation, border security and protection of government revenue. Customs administrations are making huge investments in the field of ICT with a view to be more competent in terms of effectiveness and efficiency and also to be able to exchange data at national level between cross-border government agencies and also at regional and international levels between Customs administrations.

This paper aims to investigate the readiness of island nation's Customs administrations' ability to connect regionally and share data for the purpose of trade facilitation and control.

Annex 9: Presentation by Mr. Giandeo Mungroo

6.5.2 Discussions

- This is a relatively new area of research and not much in terms of literature is available and this research will be a valuable addition to the current scanty body of knowledge. However, based on the methodology used, it would be good to know from the findings why all the island states are using ICT.

6.6 Topic: Implementation of Risk Management Systems in Africa, lessons learned

Presenter: Mr. Ismael Kafando

6.6.1 Abstract

With the ever increasing growth in the flow of trade coupled with other 21st century challenges as experienced by African and global border agencies, contrasted by the limited resources available to Customs administrations, the implementation of Computerized Risk Management (CRM) Systems within the Customs environment has been increasingly recognised as one of the most effective methodologies to achieve Trade Facilitation in accordance with the WCO Revised Kyoto Convention and the WCO SAFE Framework of Standards.

Considering the critical role played by African Customs administrations in facilitating trade, safeguarding national safety and security including their responsibilities of revenue collection, it becomes obvious that implementing a Risk Management System at the core of any Customs organisation's ICT system, in line with RKC and SAFE will have a significant positive effect for Customs as well as the regional and national trading community. However, despite the potential benefits, the main challenge is that many African Customs administrations fail dismally at the point of implementation of a Risk Management Program within such a system.

This paper addresses and reflects current empirical and experience-based conclusions and expounds the challenges that will face any African Customs administration, in introducing a Risk Management System in its environment and recommends a practical implementation strategy.

Annex 10: Presentation by Mr. Ismael Kafando

6.6.2 Discussions

- In Risk Management, there is need to start with Risk Identification which then enables effective profiling and mitigation. It's a case of treating/addressing the problem that you know (identify) rather than one not known.
- Risk classification is also key in pursuance of Risk Management.

- Integration of risk management in Customs should enable Customs to stay ahead of the curve in terms of risks. This avoids post-risk reaction but pro-action that detects risks before-hand.

6.7 Topic: The impact of Customs facilitation initiatives on cost of trading: the case study of Malawi, South Africa, Zambia and Zimbabwe

Presenters: Mr. Brian Mureverwi and Mr. Kindon Gandanga

6.7.1 Abstract

The recent Bali WTO Trade Facilitation Agreement renewed the regional impetus to reduce the costs of doing business in Southern Africa. The Agreement has been concluded at a time when COMESA, EAC and SADC are negotiating the terms of a Tripartite Free Trade Area agreement covering 26 countries from Cape to Cairo.

Customs is the gateway of international trade in Sub Saharan Africa and accordingly they are custodians of facilitation instruments, yet they can also be a barrier to trade in the region. Though tripartite member states have substantially reduced tariffs on trade, there is still a lot to be done with respect to trade facilitation.

The paper covers an analyses, from a regional Customs viewpoint, the various sources of trade facilitation impact associated costs in Malawi, South Africa, Zambia and Zimbabwe including the specific cost reduction efforts and methodologies being conducted, such as One Stop Border Posts, Single Window, and Integrated Border Management initiatives.

The study concludes by giving recommendations on areas of priority to improve trade facilitation in Sub Saharan countries, especially with specific relation to Global Value Chains that are shaping the world trading system in the 21st Century.

Annex 11: Presentation by Mr. Brian Mureverwi and Mr. Kindon Gandanga

6.7.2 Discussions

- There is need to list the initiatives that each of these countries under study have put in place for example OSBP, Automation etc. The study should further show how each of these initiatives has impacted on the cost of trading in each country so that lessons can be drawn from such initiatives on the real impact of the trade facilitation initiatives.
- Pertaining to the experiences in Southern Africa on multiplicity of border agencies and on corruption of Customs officer, it costs more to land a 40 foot container in Africa than in other countries e.g. costs in China are a tenth of costs in Africa. Customs administration efforts in Zimbabwe currently include working on Border Efficiency Management and government intends to establish a Ports Authority.

6.8 Topic: Assessing the Impact of Trade Facilitation on Customs Management: A Case Study of the Mauritius Revenue Authority (MRA) Customs

Presenters: Dr. Deerajen Ramasawmy and Mr. Risal Beeharry

6.8.1 Abstract:

This study aims at gaining insights on an array of World Trade Organization trade facilitation measures and assessing their impact on the Customs management and the private sector. It also assesses the current status of the organization and evaluates its systems and processes. Further, it provides a systematic approach to understanding regulatory control and trade facilitation.

This study uses both qualitative and quantitative research methods. A survey methodology was adopted using a questionnaire designed for the trading community, namely brokers and agents.

The main findings suggest that there are significant differences in the perception of the impact of trade facilitation measures and the expected outcomes. It was also found that trade facilitation measures have an impact on the effectiveness and efficiency of the organization. In addition, they have yielded some positive benefits for the business community, namely: simplified trade and Customs procedures, the use of modern technology and the use of risk management tools which have reduced cost and clearance time for release of goods. However, there is still need for improvement in order for the MRA Customs to achieve its goals and objectives.

Recommendations are made in order to respond to these challenges for the benefit of all stakeholders. Training of employees, use of risk management techniques, use of modern technology and a proper Single Window are proposed to further improve its systems and processes. As regards to brokers and agents, a reduction of penalties and fines and an efficient valuation system including the participation of the private sector in the formulation of policies are some important measures that are recommended for a successful trade facilitation environment.

Annex 12: Presentation by Dr. Deerajen Ramasawmy and Mr. Risal Beeharry

6.8.2 Discussions

In the study that culminated in this paper, it was noted that what caused the contradictory statement on involvement of stakeholders was because some stakeholders were involved but others were left out. The researchers conceded that they will rectify the issue regarding various functions on what the link between impact of Trade Facilitation and Customs management is and on the issue that customs management has various functions influenced by various tools depending on the instrument. A question was raised on what the purpose of reducing penalties when they are used to deter fraud so that importer becomes compliant. In addition, they can use the appeal provision instead and the question of conflict with Trade Facilitation arises. It was suggested that probably educating the importers in the first place is important. This will ensure that they do not continue with fraudulent activities. Comparison between and amongst other countries is necessary in this regard.

7 Research Methodologies

Presenters: Mr. Creck Buyonge and Mr. Mark Goodger

Annex 13: Customs Research Methods by Creck Buyonge

Annex 14: How to write a successful Research Proposal by Mark Goodger

7.1.1 Discussions

- The presentations by all presenters were on a global standard. Concerning any limit to the number of questions that have to be included in the research paper, it was noted that there is no standard number of questions stipulated in a research study however few the questions there are, the more focus the study will have and the more thorough the study covers the objectives. For example 3 to 5 research questions are always better if these are chosen based on what is going to be useful in meeting the research objective. The more research questions you have the more readers may lose focus on the research. More discussions on this presentation should have been made if more time was available. It would also have been fruitful to have been provided with examples under each of the recommended research steps for guidance.

8 Writing Methods

Presenters: Dr. Nellie Dhaerah and Mr. Milton Kamwendo

Annex 15: Presentation on Writing Methods by Dr. Nellie Dhaerah

Annex 16: Mind Map by Mr. Milton Kamwendo

8.1.1 Presentations and Discussions

- It takes courage to go beyond the thought of writing and actually put the thoughts in paper. It is important that a writer be well informed about the topic or issue of their writing, through in-depth studies (including literature review) and experience. The boldness that permits individuals to share their thoughts is what enables the other parties to be cognisant of the individual's thoughts and plans. Just like the best way to learn to swim is by swimming and accordingly, the best way to learn to write is by writing. When one writes, they have two lives thus; a life that ends when they die and one that remains through what they have written and to be read by generations to come. Thoughts are shared through writing.
- The mind map presentation outlined the **key lessons of writing** as; Simplicity, Order, Believing in one's own style, Knowing one's audience and Using the right words. **TIME** is of essence for what it is thus: **T**-tell your story, **n**o one can tell your story, **I**-inspiration, be inspired, **M**-material gathering and **E**-expressing thoughts.
- Joint papers, not just by co-researchers in the same country but between and amongst countries, should be encouraged on the same topic so that regional topical issues are effectively addressed. A major problem with people in management is that people sometimes present little information which is incomplete to enable decision making. In writing policy documents it is important to make sure that what is written contains all the information necessary to make decisions though the information should be brief and specific.
- Regarding the element of audience, the writer should know its audience as one cannot write to any or every audience but a selected one. One can lose the audience if they fail to write to the right audience.

- The presentation on writing inspired and motivated people amongst the audience some of whom have been helped on getting inspired to do their research work and then write. Motivation to write comes from a number of sources thus; reading motivational books like presenter's books, getting a team of others to work with so that you inspire each other and give each other support and also get support from your family. In order for one to write, there is need to make regular writing time. One may also build financial support to their goals.
- In terms of position within Africa Customs is going to increase trade and change the way we do business but as ESA we are likely to meet resistance. There is need for research and collaboration and exchange of papers. The idea of free trade has an impact on Customs and there is therefore need to work hard and advise each other through these conferences and conversations.
- Consistent to the application of the law of diminishing returns, whatever we do needs to continuously improve. We cannot keep on doing the same thing again and again and get the same results, except praying every day and get different results from prayer. We cannot do Customs business the way it was done 50 years ago when there were no computers. There is need to change and improve.

East and Southern Africa Region

9 Awards to the finalists

9.1.1 All the researchers who presented their papers were awarded with certificates for each of the presenters and cash prizes in recognition of their efforts as well as to assist them in completing their work. The awards were categorised as 'Government' or 'Private Sector' for the researchers working under the various Customs administrations and the private sector respectively. The winning paper was awarded USD. 2,000 while all the other papers were awarded USD. 1,000 each.

9.1.2 The Awards and Prizes were presented by the conference's Guest of Honour, Professor Hope Sadza and the Acting Commissioner of the Zimbabwe Revenue Authority, Mrs. Anna Mutombodzi.

9.1.3 The awards were presented as follows;

Government

1. Winning Paper Award;

Prize; USD. 2,000 and Certificates

Presenters; Dr. Deerajen Ramasawmy and Mr. Risal Beeharry

Title of Presentation; Assessing the Impact of Trade Facilitation on Customs Management: A Case Study of the Mauritius Revenue Authority (MRA) Customs

2. Runner's Up Award;

Prize; USD. 1,000 and Certificates

Presenter; Mr. Jimmy S. Badjonat and Ms. Reena Ramtohol

Title of Presentation; Transit Management Systems: An ideal model for East and Southern Africa.

3. Runner's Up Award;

Prize; USD. 1,000 and Certificate

Presenter; Mr. Cephas Makunike

Title of Presentation; The impact of Information and Communication Technology (ICT) on trade facilitation: case study of the Zimbabwe Revenue Authority (ZIMRA).

4. Runner's Up Award;

Prize; USD. 1,000 and Certificate

Presenter; Mr Giandeo Mungroo

Title of Presentation; How far are the island nation's Customs administrations in the East and Southern Africa ready to inter-connect using ICT for the purpose of sharing trade data to facilitate legitimate trade?

Private Sector

1. Winning Paper Award;

Prize; USD. 2,000 and Certificate

Presenter; Mr. Ismael Kafando

Title of Presentation; Topic: Implementation of Risk Management Systems in Africa, lessons learned

2. Runner's Up Award;

Prize; USD. 1,000 and Certificate

Presenter; Mr. Elisha Tshuma

Title of Presentation; Customs Modernisation Trade Facilitation tools implemented in Mozambique, South Africa and Zimbabwe

3. Runner's Up Award;

Prize; USD. 1,000 and Certificate

Presenter; Mr. Dhunraj Kassee

Title of Presentation; Trade Facilitation: Perspective from the Private Sector on the Trade Facilitation tools and instruments implemented in East and Southern Africa region

4. Runner's Up Award;

Prize; USD. 1,000 and Certificates

Presenter; Mr Brian Mureverwi and Kindon Gandanga

Title of Presentation; The impact of Customs facilitation initiatives on cost of trading: The Case study of Malawi, South Africa, Zambia and Zimbabwe.

10 Closure

The closing ceremony was attended by the Conference's Guest of Honour, Professor Hope Sadza and the Acting Commissioner General of the Zimbabwe Revenue Authority, Mrs. Anna Mutombodzi as well as the participants. All the speakers acknowledged the success of the conference and congratulated the ROCB and ZIMRA for their collaboration in organizing the meeting. The researchers were also saluted for their hard work and dedication and urged to tie up any loose ends in their papers in time for the publication of the e-book.

The ROCB Programme Coordinator, Mr. Larry Liza, also a renowned poet, presented a poem titled PUSH to the audience. The poem acknowledged the challenges faced by Customs officers in the region, and urged all the participants and the region to strive towards excellence, especially in research as well as in their duties.

11 ROCB CONTACTS

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12 Listing of Annexes

Annex 1: Speech of Acting Commissioner General at the opening of the 1st ESA Research Conference.

Annex 2: Programme of 1st ESA Research Conference

Annexe 3: Presentation of the Guest of Honour at the conference was Professor Hope Sadza of the Women's University in Africa

Annexe 4: Presentation of Mr. Robert Ireland, Head, WCO Research Unit

Annex 5: Presentation by Elisha Tshuma

Annex 6: Presentation by Mr. Jimmy S. Badjonat and Ms. Reena Ramtohol

Annex 7: Presentation by Mr. Cephas Makunike

Annex 8: Presentation by Mr. Dhunraj Kassee

Annex 9: Presentation by Mr. Giandeo Mungroo

Annex 10: Presentation by Mr. Ismael Kafando

Annex 11: Presentation by Mr. Brian Mureverwi and Mr. Kindon Gandanga

Annex 12: Presentation by Dr. Deerajen Ramasawmy and Mr. Risal Beeharry

Annex 13: Customs Research Methods by Creck Buyonge

Annex 14: How to write a successful Research Proposal by Mark Goodger

Annex 15: Presentation on Writing Methods by Dr. Nellie Dhaerah

Annex 16: Mind Map by Mr. Milton Kamwendo

Annex 17: List of Participants

REPORT SECRETARIAT

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