



World Customs Organization
East and Southern Africa Region

ANNUAL REPORT



2017/2018



**WCO ESA ROCB ANNUAL REPORT
2017/2018**

Presented to

23rd Governing Council
3rd & 4th May, 2018



Venue: Radisson Blu Hotel

City: Kigali, Rwanda

Host: Rwanda Revenue Authority



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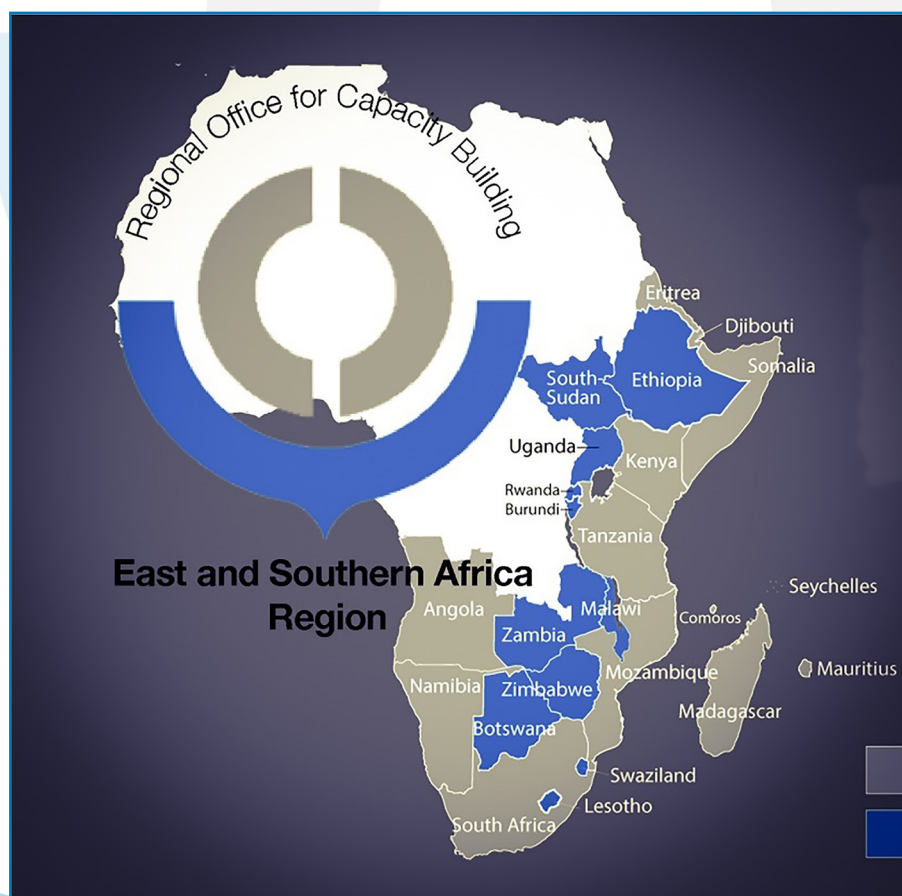


1.0 BACKGROUND

1.1 Membership

The WCO East and Southern Africa Region consist of 24 Member Countries;

- | | | |
|----------------|-------------------|----------------------|
| i. Angola, | ix. Lesotho, | xvii. Somalia, |
| ii. Botswana, | x. Madagascar, | xviii. South Africa, |
| iii. Burundi, | xi. Malawi, | xix. South Sudan, |
| iv. Comoros, | xii. Mauritius, | xx. Swaziland, |
| v. Djibouti, | xiii. Mozambique, | xxi. Tanzania, |
| vi. Eritrea, | xiv. Namibia, | xxii. Uganda, |
| vii. Ethiopia, | xv. Rwanda, | xxiii. Zambia |
| viii. Kenya, | xvi. Seychelles, | xxiv. Zimbabwe. |





1.2 Vision

“To be globally recognized for providing Capacity Building leadership as well as developing and managing innovations in the WCO East and Southern Africa Region”

1.3 Mission

“To provide leadership in the WCO East and Southern Africa Region in the areas of sustainable customs capacity building and change management”

1.4 Philosophy and core values

ROCB provides customized services to members through delivery mechanisms that sustain improvement in their operations and adaptability to the changing environment in a timely, sustainable and cost effective manner. These services are founded on the principles of leadership, relevance, responsiveness, effectiveness and resilience.

Abbreviations / Acronyms

AEO	Authorised Economic Operator
CBM	Coordinated Border Management
CCF – Japan	Customs Cooperation Fund - Japan
CCF – Korea	Customs Cooperation Fund – Korea
CFTA	Continental Free Trade Area
COMESA	Common Market for East and Southern Africa
DfID	Department for International Development, UK
GC	Governing Council
EAC	East African Community
ESA	East and Southern Africa
HS	Harmonized System
JICA	Japan International Cooperation Agency
MC	Management Committee (of the ESA region)
PICARD	Partnerships in Customs Academic Research and Development
RECs	Regional Economic Communities
RILO	Regional Intelligence Liaison Office
RJCC	Regional Joint Coordinating Committee
RKC	Revised Kyoto Convention
ROCB	Regional Office for Capacity Building
RSG	Regional Steering Group
RTC	Regional Training Centre
SACU	South African Customs Union
SADC	Southern African Development Community
SIDA	Swedish International Development Cooperation Agency
ToT	Training of Trainers
UNECA	United Nations Economic Commission for Africa
WCO	World Customs Organization



2.0 INTRODUCTION

INTRODUCTION

I am pleased to present to you the Annual Report (2017/2018) of the World Customs Organization, East and Southern Africa, Regional Office for Capacity Building. It has been a year of ups and downs among our Members, with many weathering the storm in tough climates as a result of economic whirlwinds, political upheavals, changes in leadership structures and general administrative restructuring within our 24 Member countries.

ESA Management

Inasmuch as these challenges impact our work, either directly or indirectly, we continue to strive in delivering our mandate, working hand in hand with the ESA Management Committee, which was elected at the beginning of the concluded financial year. The ESA Vice Chair, Mr. Dicksons Kateshumbwa (Uganda), deputized by Botswana, represented by Mr. Philiso Phodiso Valashia and the Additional Member to the WCO Policy Commission, Zimbabwe, represented by Mr. Adrian Swarres, acting on behalf of their Commissioners General, have shown leadership in guiding us to deliver our goals, especially the new Regional Strategy (2018 - 2021).

Regional Strategy (2018 - 2021)

We are happy to present the proposed Regional Strategy to the Governing Council for adoption. We developed this document with the Governing Council, the Members and the Strategy Working Group, with greater human and financial resources from the WCO for whom we are thankful. This Strategy redefines our vision and values, purpose and goals, with a strategic assessment of the region, a strategy map, and details regional strategic objectives. As staff of the ROCB, we commit to give our all in its implementation.

Our Staff & Office

Kenya continues to provide the bulk of our staff, serving in various capacities, including the Director, Programme and Finance Officers as well as Administrative Staff. South Sudan has also offered us a Programme Officer. We urge the Governing Council to invite and support Members second staff to serve the region in our offices. In the ended year, our hosts, Kenya, relocated us to a new state of the art building, with modern offices and facilities. We are thankful for this support.

Hosts of ESA Meetings

We acknowledge Uganda for hosting the main regional meetings in the year; the Governing Council, Regional Steering Group, and the meeting of the Heads of our Regional Training Centres (RTC) last May. *The Pearl of Africa* also graciously hosted the two later meetings mentioned, last November. We are excited to come to Rwanda this April and May 2018 for these meetings. *The Land of a Thousand Hills* has been steadfast in its coordination with us and we are persuaded they will make wonderful hosts. We remain ever so thankful to the many other Members who have also hosted various regional activities.

ESA Activities and Global Highlights.

We have had fewer regional activities during the year, thanks to funding challenges. We nevertheless thank the WCO for their continued support to the region and look forward to achieving more. We hope that the WCO will engage us more in managing regional events so that the regional may fully benefit from this support. We the regional office, we are more conversant with regional



needs and best approaches in managing regional programmes, and best placed to monitor and evaluate the impact of these programmes. We hold our heads high at the successful 2nd Regional Research Conference which was hosted by the RTC Kenya last November. Through this programme, we live the dream of the Governing Council of promoting regional research and showcasing our gains globally. Speaking of globally, Uganda hosted the 4th Global Authorized Economic Operator (AEO) Conference, termed as the best ever! This was the first time this conference was held in the region, and by extension, in Africa. Africa continued to shine with 44 Members signing the African Continental Free Trade Area (AfCFTA) Agreement at the last March equinox in Rwanda. More of our Members have also continued to ratify the WTO Trade Facilitation Agreement, numbering 14 as at the end of the reporting year. We cannot better underscore the benefits of the TFA when fully implemented and the multiple positive effects of its implementation alongside the tenets of the AfCFTA. When we look ahead, we are persuaded of greater days.

Looking Ahead

We do not feel we worked to our potential in the ended year, mainly due to limited resources and reliance on donor funding to achieve our goals. The new Strategy promises to redefine our functioning and harness our potential more as we turn to greater strategic thinking and partnerships in delivering our mandate. We believe that with your support, we shall transform this Region and further shine the vision of our esteemed Governing Council: A region that facilitates trade efficiently and professionally while ensuring economic growth and intra-regional trade.



Delegates of the 22nd ESA Governing Council, hosted by Uganda Revenue Administration in May, 2017. On the front row, from left to right are: Mr Jed Michaletos, Chief Officer: Customs, South Africa Revenue Services, Mr. Kunio Mikuriya, World Customs Organization Secretary General, Mr. Patrick Ochila, representing the Chief Guest and Minister for Finance, Planning and Economic Development, Ms. Doris Akol, Commissioner General, Uganda Revenue Authority, Mr. Tom Moyane, ESA Regional Vice Chair and Commissioner for Customs, South Africa, Mr. Phodiso P. Valashia, Commissioner of Customs and Excise, Botswana Unified Revenue Service and Mr. Dicksons Kateshumbwa, Commissioner for Customs, Uganda Revenue Authority.



Delegates of the 26th Regional Steering Group meeting hosted by Uganda Revenue Administration in May, 2017



Delegates of the 27th Regional Steering Group meeting hosted by Uganda Revenue Administration in November, 2017



3.0 ROCB STAFF ESTABLISHMENT

The current ROCB staff comprises the Director (Kenya), two Programme Officers from South Sudan and Kenya, Finance Officer, Administrator/PA to the Director and a Clerk (Kenya).



Larry Liza
Director

LARRY took his oath of office in May 2016 as the Director following a recruitment process managed by the ESA Management Committee on behalf of the Governing Council. Prior to this, he served at the ROCB as Programme Coordinator for the region for a period of 5 years. He is seconded to the World Customs Organization in the region from Kenya Revenue Authority where he served in various roles within the Customs and Border Control Department.

Larry holds a Masters degree in Environmental Planning and Management degree from the University of Nairobi where he also obtained his undergraduate honours degree in Bachelor of Science. He has various other qualifications in Customs, Information Technology, among others. Larry is also a renowned poet who has performed globally since the age of 4 and a published author. He serves as a Global Goodwill Ambassador for the White Ribbon Alliance for Safe Motherhood where he champions maternal and newborn health across the globe.



Andrew Odhiambo
Finance Officer

ANDREW is an employee of the Kenya Revenue Authority, Customs and Border Control Department. He is a holder of Masters of Business Administration (Finance) and a Bachelor of Arts in Economics, Honours degree both from Kenyatta University.

He is also a Certified Public Accountant (CPA-K), and a member of the Institute of Certified Public Accountants of Kenya (ICPAK).



David Ladu
Programme Officer

DAVID joined ROCB on 1st, August 2015 as a Program Officer. He graduated with a Master's of Science at University of Bellevue, Bellevue, Nebraska Human Services, Mental Health Professional, June 2006. He obtained a Bachelor of Arts degree in Social Science, Government and Politics, at University of Texas at Dallas, Richardson, Texas in 2002.

Previously, he worked for the Ministry of Interior Government of South Sudan, South Sudan Customs Service, as a Chief Customs Officer (C.C.O), Station Head, Western Equatoria State Yambio, 2013. He also served at the South Sudan Customs Service Juba HQs Accountant (2012 -2013) and as the Team Leader Financial Controller for Nadapal Station Eastern Equatoria State 2007-2012.



**Programme Officer
Faith Mosongo**

FAITH joined ROCB on 7th, December 2015 as a Programme Officer. She has a Masters degree in Business Administration (Strategic Management) from Kenyatta University and a Bachelor of Science First Class honours degree from the University of Nairobi.

She is a trained Customs Officer with Kenya Revenue Authority and served at the Authorized Economic Operator (AEO) section of KRA and worked alongside the WCO in this regard in the region, particularly in the East African Community. She was the Alternate National Project Manager and contact of the WCO AEO in Kenya before her recruitments to the ROCB.

She also previously worked at Kenya Medical Research Institute (KEMRI).



**Judy Mwaura
Administrator & PA to
Director**

JUDY is a holder of Bachelor of Business Administration (Marketing) degree from St. Paul's University, Limuru (SPUL). She is an employee of the Kenya Revenue Authority and worked as the Executive Assistant/PA for the Commissioner of Investigation and Enforcement Department for nine years.

She has just completed her Post graduate diploma in Tax Administration from Kenya School of Revenue Administration.



**Primorose Maina
Clerk / Assistant
Administrator**

PRIMROSE is a holder of a degree in Business Administration from Kenya Methodist University.

She is an employee of Kenya Revenue Authority and previously worked for Kenya Tea Development Agency (KTDA) as a Marketing Assistant and Brookside Dairy (BDL) as a Marketing Auditor.



4.0 REGIONAL TRAINING CENTRES (RTC)

4.1.1. The region has four WCO Regional Training Centres in Kenya, Mauritius, South Africa and Zimbabwe. The report of the RTC Heads, ROCB and WCO meeting, held on 26th and 27th April in Rwanda will be presented to the RSG. The agenda of the meeting includes;

- i. Introduction and Welcome Remarks
- ii. Election of Chair
- iii. Adoption of the Agenda
- iv. Review of the RTC Heads meeting report & review of progress made from the last RTC Heads meeting
- v. RTC Reports; Kenya, Mauritius, South Africa, Zimbabwe
- vi. Upcoming trainings / workshops
- vii. RTC role in promoting Gender Equality and Diversity in the ESA Region.
- viii. Report on strengthening Intra-Regional Compliance and Enforcement in the ESA Region (RTC Mauritius)
- ix. Strategies to promote RTCs as Centres of Excellence.
- x. Draft Regional Strategy and Implementation Plan (2018 – 2021)
- xi. The role of RTCs in implementing the updated WCO training strategy, the train of trainer's activities and the maintenance of regional pool of trainers.
- xii. The RTC role in collection and management of regional and national data
- xiii. WCO Tools and Initiatives- Latest developments in the Capacity Building Directorate
- xiv. AOB
- xv. Adoption of Report
- xvi. Preparation of RTC Heads meeting presentation for 28th RSG



RTC CONTACTS



EAST AND SOUTHERN AFRICA Regional Training Centre Kenya

Regional Training Centre (RTC) Kenya
Kenya School of Revenue Administration,
Kenya Revenue Authority,
P. O. Box 95707 – 08106,
MOMBASA, KENYA
Website: <http://www.kra.go.ke/krati/>



EAST AND SOUTHERN AFRICA Regional Training Centre South Africa

Regional Training Centre (RTC)
South Africa
South African Revenue Service,
209 Waterkloof Road,
Waterkloof House, Brooklyn 0181
PRETORIA, SOUTH AFRICA



EAST AND SOUTHERN AFRICA Regional Training Centre Mauritius

RTC Mauritius
Customs Department
Mauritius Revenue Authority
Custom House, Mer Rouge,
PORT LOUIS, MAURITIUS
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Fax: +230 216 7601
Website: <http://www.mra.mu>



EAST AND SOUTHERN AFRICA Regional Training Centre Zimbabwe

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1st Floor, Kurima House, 89 Nelson Mandela
Avenue
Box 4360, HARARE, ZIMBABWE
Fax: +263 4 795 769 |
Tel: +263 4 797 674
Website: www.zimra.co.zw



5.0 ONGOING PROGRAMMES/PROJECTS IN ESA

The following programmes/projects have been running in the region during the period under review;

- WCO - EAC Trade Facilitation Program supported by SIDA
- The SACU-WCO Customs Development Programme supported by SIDA
- WCO ESA Project II supported by the Finnish Government
- Training Programmes supported by JICA

6.0 STATUS OF THE DECISIONS OF THE 22ND GOVERNING COUNCIL

6.1.1 Below is the status of the decisions made by the 22nd Governing Council meeting in Kampala, Uganda in May, 2017.

STATUS OF THE DECISIONS OF THE 22 ND GOVERNING COUNCIL			
	Agenda item	Highlights of Decisions	Status
1.	Launch of the WCO ESA ROCB Website	The website was launched during the 22 nd Governing Council	Noted
2.	Vice - Chair's Report	The GC acknowledged with appreciation the report of the Vice Chair.	Noted
3.	WCO Secretary General's Report	The GC acknowledged with appreciation the comprehensive report of the WCO SG.	Noted



4.	ROCB Annual Report	<p>The GC;</p> <ol style="list-style-type: none">Noted with appreciation the Director's report presented in all ESA languages and for its comprehensive nature.Commended the ROCB Director and team for all the capacity building activities delivered and for the fiscal prudence displayed during the reporting period.Took note of the improved communication and responses between the Members and the ROCBAcknowledged the improved payment of subscription fees by Members and requested the Management Committee to engage the inactive Members.Acknowledged with appreciation the trainers and Member states supporting ESA in developing training (South Africa, Mauritius, Swaziland, Zimbabwe).Urge Members, RTCs and the ROCB to further explore collaboration with Universities to build capacity in research among Members and the RegionUrged the Members to increase the uptake of E-Learning so as to improve the Region's position globallyUrged continued collaboration of the ROCB and the RECs.	<ul style="list-style-type: none">• The 2nd ESA Regional research conference was held on the 23rd and 24th November, 2017 in Nairobi, Kenya, hosted by RTC Kenya.• 2 staff Members were trained during the Financial Year.• Proposals were presented to the African Union Commission to support regional workshops on TFA and Corruption Risk Mapping. The AUC gave positive feedback and currently a workshop on Corruption Risk Mapping is being organized by the ROCB in conjunction with the AUC. The workshop is expected to be held in Mauritius in the month of May, 2018• We made follow-up on subscriptions, leading to an improvement in payment of subscription fees by Members.• A Training of Training workshop for French speakers was held in the month of October 2017• A commendation letter was written for all the Trainers who have supported Training in the Region and sent to their respective Administrations
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5.	Special Presentation on Governance	<p>The GC;</p> <ul style="list-style-type: none">i. Acknowledged with the appreciation the report of Australiaii. Decided not to deliberate on the report as the matter had already been discussed and closed at the WCO Council Sessions in 2016. And emphasised that the decision of the Council be respected.	Noted for Governing Council deliberations.
6.	Presentation by South African Association of Freight Forwarders SAAFF	<p>The GC acknowledged with appreciation the report of the SAAFF.</p>	<p>There have been discussions between SAAFF (who are the ESA Representatives at the PSCG), ROCB and the Vice chair towards the use of IT connectivity in improving communication in the Private sector in the ESA Region (creation of a communication portal to share important documentation and viewpoints), identifying the right/ different private sector groupings in each country with individual contacts, keeping a tab on the traction of the deliverables/ desires from Private sector and establishment of a Web-site to address various concerns in the region.</p>
7.	RSG Report	<p>The GC;</p> <ul style="list-style-type: none">i. acknowledged with appreciation the report of the RSGii. Urged all RECs to attend ESA Regional meetings.iii. Requested the management committee to have an engagement with Mozambique on the challenges they are experiencing in regard to hosting the RILO and come up with a workable solution.iv. Recommended that capacity building be done for the region to improve accreditation of experts.	Noted



8.	Finance & Governance Committee Report	<p>The GC;</p> <ol style="list-style-type: none"> Acknowledged the fiscal prudence of the ROCB Adopted the ROCBs 2016/2017 audited financial Statements Approved the ROCBs 2017/2018 annual budget Reappointed Alekim & Associates as auditors for the 2017/2018 financial year. Noted the non-attendance of Meetings by some of the FGC Members and urged participation in FGC meetings. Approved that FGC mid-year meetings to be held back to back with mid-year RSG to save costs, in order to consider midterm unaudited financial statements. Elected 3 new Members to the FGC 	<ul style="list-style-type: none"> • Ethiopia paid its debt amounting to USD 51,000. • A letter was written to urge those Members who have not paid their subscription fees urging them to make payments. • 7 Members have paid their subscription fees for the year 2017-2018.
9.	Feedback On GC Discussions on Regional Strategy & Implementation Plan	<p>The GC;</p> <ol style="list-style-type: none"> Directed the integration of the results of the Customs Environment Scan and evolving issues into the Strategy Directed the formation of a working group comprising 4 Members, the ROCB, WCO, and a representative of the RTCs and the RECs (Stakeholder engagement) to further development of the RSIP Approved the current work on the RSIP in principle pending further developments and amendments. The working group to continue working and present to the 27th RSG to consider proposed RSIP for adoption by the 23rd GC in Rwanda. 	<p>The ROCB, WCO and the other members of the Regional Strategy Working Group finalized the new draft Regional Strategy. The draft was shared with the Region in the month of October to enable Members to prepare adequately for the Strategy deliberations during the 27th RSG in November.</p> <p>The Working Group also met in Nairobi in the month of February, 2018 where they incorporated the contributions of the 27th RSG to the Regional Strategic Plan which is expected to be adopted by the 23rd Governing Council.</p>
10.	WCO Finance & Audit Committee Reports	The GC took note of WCO Finance and Audit Committees	Noted



11.	Presentation of Sotho Photo Contest & Communication Awards	<p>a) The participants voted for the Photo of the Year as follows;</p> <ol style="list-style-type: none"> Winner – Kenya 1st Runner Up – Comoros 2nd Runner Up – Zimbabwe <p>b) The ROCB awarded the Communication Awards as follows;</p> <ol style="list-style-type: none"> Best Member in Communication in the Year 2016/17 – Zimbabwe Best National Contact Point <ul style="list-style-type: none"> Ms. Edina Mudzingwa (Zimbabwe). Ms. Aroona Mugon (Mauritius) Ms. Eunice Zuze (Zimbabwe). 	Noted
12.	Closed Session of ESA Heads of Delegations only	<p>The GC elected the following Members to fill up the vacant positions;</p> <ol style="list-style-type: none"> Vice Chair – Uganda Deputy Vice Chair- Botswana Member of the Policy Commission- Zimbabwe Finance Committee Representative- Burundi Audit Committee Representative – South Africa Regional Governance & Finance Committee Representatives- Comoros, Malawi and Rwanda. <p>The GC directed the MC to implement the decision taken at the 21st GC in Lesotho, May 2016 regarding the issue of allowance of the Director of the ROCB.</p>	The Management Committee effected the GC Decision to pay the Director's allowances.
13.	Hosts and dates of next regional meetings	<ol style="list-style-type: none"> GC accepted and expressed its appreciation to Uganda for offering to host the 27th RSG. GC accepted and expressed its appreciation to Rwanda for offering to host the 23rd GC and 28th RSG in 2018. 	<p>The 23rd GC and 28th RSG will be held in Rwanda in May, 2018.</p> <p>The Governing Council will consider and approve offers to host the 29th RSG in November 2018 and the 24th Governing Council in 2019.</p>



14.	PANEL DISCUSSION: E-Commerce: Growth of E-Commerce in ESA: Opportunities and Challenges, Experiences and Best Practices	<p>The panel discussion was chaired by Uganda, Mr. Dicksons Kateshumbwa, Commissioner for Customs who introduced the topic and the participants. Members of the panel included Kenya (Mrs. Agatha Munyaka), Malawi (Mr. Fatch Valeta), Namibia (Mr. Uazapi Maendo), AUC (Mr. Dhunraj Kassee), and the WCO SG (Mr. Kunio Mikuriya).</p> <p>The GC made the following recommendations:</p> <ol style="list-style-type: none">Members to put in place an enabling environment to promote the use of E-Commerce while at the same time putting in place regularization measuresMembers to put in place Risk management systems to address challenges such as Cyber crimeThe Region to look into developing a legal framework to support E-CommerceThe Region to build capacity to enable exchange of data in support of E-Commerce
15.	Key Note Address: Customs-Tax Cooperation; Working Experiences and Best Practices	<p>The key note address was delivered by Mr. Phodiso Valashia Commissioner for Customs Service, Botswana who informed the meeting that Botswana established the Botswana Unified Revenue Services in 2004 which reports to the Ministry of Finance & Economic Development. BURS collaborates with other Government Ministries/Agencies, private sector and development partners on tax and trade matters.</p> <p>The GC made the following recommendations:</p> <ol style="list-style-type: none">Members to promote customs- Tax cooperation in their AdministrationsThe Region to carry out capacity building activities on Customs-Tax cooperationMembers to embrace information technology and integration of systems to promote sharing of information within their Administrations.
16.	Panel Discussion: Combating Illicit Financial Flows: Working experiences, (methodologies in respect of IFFs) and counter measures taken.	<p>The panel discussion was chaired by Lesotho, Mrs. Lepholisa Makali, Commissioner for Customs who introduced the topic and the participants. Members of the panel included Angola (Mrs. Inalda Manjenje), Zimbabwe (Mr. Adrian Swarres), Mozambique (Ms. Graciosa Domingas), Rwanda (Mr. Ntaganda Evarist) and the Director General Comoros (Mr. Souef Kamalidini)</p> <p>The GC made the following recommendations:</p> <ol style="list-style-type: none">Members to put in place an enabling environment to combat IFFs.Members to put in place Risk management systems to address challenges of IFFsThe Region to look into developing a legal framework to combat IFF in the RegionThe Region to build capacity to enable exchange of information on IFFs in the Region



7.0 REGIONAL STRATEGY & IMPLEMENTATION PLAN

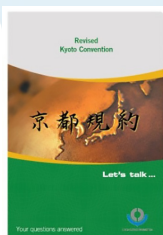
7.1.1 The previous Regional Strategy and Implementation Plan (2012 – 2017) came to an end and hence there was need to develop a new Strategy. The 22nd Governing Council held in Kampala, Uganda in May, 2017 directed that a Strategy Development Working Group be formed comprising four Members, the ROCB, WCO, and a representative of the Regional Training Centers and the Regional Economic Committees to further the development of the Regional Strategy and Implementation Plan.

7.1.2 The ROCB requested Members to nominate officials familiar with Strategy development and with an understanding of Regional matters to be part of the Strategy Development Working Group. The ROCB, WCO and the other members of the Regional Strategy Working Group finalized the new draft Regional Strategy in February, 2018. The draft was shared with the Region in April, 2018 to enable Members to prepare adequately for the Strategy deliberations during the 28th RSG in April-May 2018 as well its adoption during the 23rd Governing Council in May, 2018.

7.1.3 Highlights of Discussions and New Developments

i. Promotion of Trade Facilitation

Revised Kyoto Convention (RKC)



remains a key tool of the WCO and anchors the implementation of the TFA. 9 members in the region are yet to accede to the RKC to consider

accession to the convention.

On the Trade Facilitation Agreement (TFA), The World Trade Organization (WTO) Trade Facilitation

Agreement (TFA) entered into force on 22nd February, 2017. It aims to lower trade barriers by countries ensuring publication and availability of information; consultation with stakeholders; issuance of advance rulings; procedures for appeal and review procedures; other measures towards impartiality, non-discrimination and transparency;



disciplines on fees and charges; support or release and clearance of goods; Border Agency Cooperation; facilitation of movement of goods intended for import; formalities related to imports, exports and transit; freedom of transit; and Customs cooperation.

The East and Southern Africa now has 14 out of 24 Members having ratified the TFA with 10 other Members pending. ESA Members who have ratified the TFA are Botswana, Djibouti, Kenya, Lesotho, Mauritius, Madagascar, Malawi, Mozambique, Namibia, Rwanda, Seychelles, South Africa, Swaziland and Zambia.

On the **Authorized Economic Operator (AEO)**, After the successful closure of the third 2016 AEO Global conference in Mexico, Uganda was selected as the next host for the fourth AEO Global Conference under the theme “Promoting International Mutual Recognition of AEO schemes for sustainable and

secure global trade” to further discuss the success of the AEO Program amidst the increasing global security threats.

The 4th WCO Global AEO Conference opened on the 14 March 2018 in Kampala, Uganda with more than 1500 registrations from over 95 countries to discuss dynamic developments in Authorized Economic Operator (AEO) programmes widely acknowledged as a key driver for solid Customs-Business partnerships.

The first AEO programme within the African continent was materialized in the East African Community (EAC) region, leading to the signature, during this Conference, of a Mutual Recognition Agreement (MRA) - Action Plan between Korea Customs Service (KCS) and the EAC Members. The delegates of this Conference also witnessed the signature of another important MRA between Peru and Uruguay Customs represented by



the Directors General of Customs. The Conference was opened by H.E. Yoweri Kaguta Museveni, President of Uganda with an inspiring message on the importance of regional collaboration among East African Countries and the need for a coordinated approach for broadening the scope of investment in Africa. He congratulated the WCO for providing a platform for discussing the topical issues of interests to the international community and highlighted the need for renewed trust and commitment for cooperation among African countries.

In his welcome address, Dr. Kunio Mikuriya, WCO Secretary General, underscored that this AEO Conference is the first of its kind in the African continent, more precisely in the pearl of Africa, Uganda. He echoed the President's appreciation of the commitment of the EAC towards enhancing trade facilitation in the region.

Secretary General Mikuriya added that the African continent is actually booming with new developments in the field of security and facilitation of the supply chain. He stated that the theme of the Conference,

"Promoting Mutual Recognition of AEOs to Strengthen and Secure Global Trade", is very much in line with the increasing number of AEO programmes being implemented, including the number of Mutual Recognition Arrangements (MRAs) signed globally.

Dr. Mikuriya also commended the Uganda Revenue Authority (URA), through its Commissioner General and Commissioner of Customs, for the strong dedication of the URA and the relentless efforts of their team in the organization of this successful event.



ii. Member Cooperation

The Commissioner of South African Revenue Services (SARS), Mr. Tom Moyane together with other Executives from SARS visited the Kenya revenue Authority (KRA) on 21st September, 2017 to hold a high-level meeting with the KRA Commissioner General, Mr. John Njiraini and other respective KRA Commissioners on the following matters: Customs Mutual Administrative Assistance (CMAA), Memorandum of

Cooperation (MoC) and Capacity Building, Cooperation on WCO ESA Matters as well as Tax Revenue Matters.

The Director, ROCB was invited to take part in this meeting and present the WCO ESA ROCB needs. The needs presented were on secondment of staff to the ROCB, continued virtual support as well as continued technical assistance to the ROCB. The SARS Commissioner and his delegation

also paid a courtesy visit to the ROCB offices, where he pledged to continue supporting the ROCB in the delivery of its mandate

iii. Development of Human Capital

WCO Knowledge Academy; the WCO Knowledge Academy was held from 19th June, 2017 to 24th June 2017. The 2017 Knowledge Academy's programme, included two learning tracks focused on the WCO's principal areas of work,



namely Tariff and Trade Affairs (Harmonized System, Rules of Origin and Customs Valuation) as well as Compliance and Facilitation (Trade Facilitation Agreement, WCO Data Model, and SAFE/AEO).

Training of Trainers (ToT): A Training of Trainers workshop for French speakers was held in the month of October, 2017 in Port Luis, Mauritius.

This report focuses on the activities, under the various objectives, planned or carried out during the period under review.

7.2 STRATEGIC OBJECTIVE 1: PROMOTION OF TRADE FACILITATION

7.2.1 This objective aims to achieve harmonized policies among members, legislation and procedures in a view to implement Coordinated Border Management (CBM), Enhanced Customs to Customs cooperation, and Enhanced Customs to Business partnership and Harmonised ICT strategy implementation.

Activity

7.2.2 The Extraordinary Regional Joint Coordinating Committee (RJCC) Meeting on the Project on Capacity Development for International Trade Facilitation in the Eastern African Region.

7.2.3 The ROCB attended the meeting hosted by JICA on 21st July, 2017 in Nairobi, Kenya. This update is from excerpts of the meeting's report: The meeting was called to prepare for the next meeting of the Regional Joint Coordinating Committee in order to report the results of the Terminal Evaluation of the Project and to discuss the components of a follow-on project to continue from the current Project in a seamless manner.

7.2.4 The Terminal Evaluation Report of the Project was presented and discussed, as well as recommendations for the remaining period of the Project based on the Terminal Evaluation recommendations. In addition, a proposed outline of a follow-on project was presented and discussed.

7.2.5 The meeting reached the following major conclusions:

- The Joint Terminal Evaluation Report and its recommendations were adopted.
- JICA will review the comments made during the meeting and consider them in preparing the framework documents, and distribute

the documents by email to the meeting participants no later than 4 August 2017.

- The signing of the Records of Discussion for the new technical cooperation project, between the Burundi, Kenya, Rwanda, Tanzania, and Uganda sides, and the Japan side, is planned for September 2017 in order to begin the new project in December 2017. Annex 6 presents a draft format for the R/D.
- JICA plans to initiate a survey within 2017 to consider the details of equipment/technology requests under a grant aid project that will complement the technical cooperation project.

7.2.6 The 6th Regional Technical Committee meeting (RTC).

7.2.7 The ROCB participated in the meeting hosted and funded by the JICA OSBP team on the 11th to 14th July, 2017. It was held to align the OSBP Manual to the adopted OSBP Regulation following the endorsement of the EAC OSBP Regulations by the EAC Council of Ministers. The Council had taken note of the need to review the OSBP Procedures Manual to align it with the OSBP Regulations (EAC/CM35/Decision 70).

7.2.8 The RTC on OSBP recommended to Regional Oversight Committee of the East African Trade and Transport Facilitation Project (EATTFP) to:

- consider and adopt the EAC One Stop Border Posts Procedures Manual
- direct the Secretariat to convene a meeting of ICT and legal experts to further review and recommend the way forward on ICT Guidelines; and
- direct the Secretariat and Partner States to conduct continuous training and sensitization on the EAC One Stop Border



Posts Procedures Manual to all OSBP stakeholders.

7.2.9 The 8th Regional Joint Coordinating Committee (RJCC) meeting of “The Project on Capacity Development for International Trade Facilitation in the Eastern African region

7.2.10 The 8th Regional Joint Coordinating Committee (RJCC) meeting of “The Project on Capacity Development for International Trade Facilitation in the Eastern African region (hereinafter referred to as “Trade Facilitation Project”) was held in Kampala, Uganda on 23rd November 2017.

7.2.11 The meeting was hosted by the Uganda Revenue Authority (URA) and attended by the Commissioners General, Commissioners Customs and other senior officials from five EAC (East African Community) Partner States, namely Burundi, Kenya, Rwanda, Tanzania and Uganda as well as EAC Secretariat to confirm the latest progress and achievement made under their Trade Facilitation Project which is jointly supported by JICA (Japan International Cooperation Agency) and the WCO.

7.2.12 In the meeting, Commissioners recognized the significant achievements made by the members of the “Master Trainer Program (MTP)” who presented the products of their intensive work, i.e. Case Study Books on Customs Valuation and HS Classification as well as the Training Material on Post Seizure Analysis (PSA). A representative of the member of MTP also reported the great outcome of the “WCO accreditation workshop for Expert Trainers on Customs Valuation and HS

Classification” organized for the Master Trainers in Brussels in October 2017. Commissioners acknowledged those significant achievements made by the members of the MTP and reaffirmed their commitment to fully utilize those experts and useful materials available in East Africa for the benefit of Customs officials and Customs clearing agents through more sustainable and self-contained training delivery.

7.2.13 Five Revenue Authorities are now preparing to launch the next Project in East Africa which is expected to tackle not only trade facilitation but also enhancing border control in East Africa with the support also to be extended jointly by JICA and the WCO. As part of this new Project, Program Global Shield (PGS) will be implemented in East Africa to enhance Customs capacity on the detection of explosives. The next Project is expected to commence in December 2017 immediately following the completion of the current Trade Facilitation Project. The JICA is committed to continue working together with the WCO and five Revenue Authorities in East Africa to effectively achieve the objectives of this new Project.



8th RJCC meeting held in Kampala, Uganda, 23rd November 2017



7.2.14 World Customs Organization EAC Create AEO Validation Training 19th to 23rd June 2017

7.2.15 The Kenya School of Revenue Administration (KESRA), Mombasa, hosted the World Customs Organization (WCO) East African Community (EAC) CREATE Authorized Economic Operator (AEO) Validation Training on the 19th to 23rd June, 2017. The workshop attracted over 20 delegates from the East African Community member countries.

7.2.16 The Training aimed at enhancing the capacities of the East African Community (EAC) Customs Administrations to implement and administer the Regional AEO Programme as provided in the EAC AEO Programme Procedure Manual.

7.2.17 The opening ceremony was graced by the Chief Manager, Customs and Border Control, Southern Region Mr. John Bisonga, who was the Chief Guest. The opening and welcoming remarks were done by the Principal, KESRA Mombasa Campus; Mr. Levi Mukhweso, the Custom Training Lead Expert, East African Community Mr. Stephen Analo and the programme Director WCO – EAC - CREATE, Mr.

Richard Chopra. Mr. Bisonga highlighted the Importance of the Regional AEO program and the Kenya Revenue Authority's commitment to its success. He emphasized on the need for the participants to go back and replicate the training.

7.2.18 The AEO programme is aimed at facilitating trade for compliant traders (AEOs) who on the basis of their status, are authorized to receive predetermined benefits specially designed to enable them carry out trade with minimum disruption when complying with Customs Formalities. The programme ultimately aims at enabling the EAC region enter into Mutual Recognition Agreements (MRA) with other trade blocs/countries for purposes of increasing EAC competitiveness.

7.2.19 The implementation of the programme as outlined in part V of the Customs Compliance and Enforcement regulations 2012, is based on the WCO SAFE Framework of standards. As part of the overall EAC Risk Management and trade facilitation strategy, the Scheme will play an important part in improving the region's capacity to efficiently facilitate trade while maintaining effective Customs controls.



**WORLD CUSTOMS ORGANIZATION [WCO] EAC, CREATE AEO VALIDATION TRAINING
19th-23rd JUNE 2017, AT WCO REGIONAL TRAINING CENTRE MOMBASA, KENYA.**



7.2.20 The 3rd WCO East and Southern Africa Regional Workshop on the WTO Trade Facilitation Agreement (TFA)

7.2.21 The World Customs Organization (WCO), in cooperation with the ROCB and Lesotho Revenue Authority, organized the 3rd WCO East and Southern Africa Regional Workshop on the WTO Trade Facilitation Agreement (TFA) with the sponsorship of the China Customs Cooperation. The workshop took place from 30th January to 2nd February 2018 in Maseru, Lesotho.

7.2.22 The workshop focused more on specific issues for the implementation of the TFA where Members are facing challenges, to share the best practices to understand and identify common challenges, and to discuss the way forward for the Region from a broader perspective.

7.2.23 The WCO also pointed out that a number of tools and instruments have been developed to support and guide WCO Members in implementing trade facilitation. Among these are the TFA Working Group and the TFA web tool which represent the TFA implementation guidance with links to all relevant WCO instruments and tools. Further, he informed participants that the WCO introduced the Mercator Programme as a strategic initiative to

support implementation of TFA in a coherent and harmonized manner based on its technical assistance and experience.

7.2.24 The host remarks were delivered by Mrs. Makali Lepholisa, Commissioner Customs on behalf of the Commissioner General, Lesotho Revenue Authority. She pointed out that Lesotho trade facilitation initiatives have focused on automation of customs systems including the development of national Single Window programme. A number of WCO tools have thus been used to harness trade development and liberalise trade and required controls thereof, not just in Lesotho but in the entire ESA region. She encouraged delegates to be creative in their discussions and share experiences and practices as an input into the WCO ESA Strategy for successful implementation.

7.2.25 The Mercator Programme approach has been divided into the tailor-made technical assistance; general support approach through the overall track which emphasised the tools, guidelines and needs assessment activities of the WCO with its Members' national requirements and needs. This coordinated approach is based on the multi- year national plans developed by Member States. There is high donor engagement to maintain the required Member support.



Delegates at the workshop



7.2.26 CFTA Milestone for Africa

7.2.27 Africa scored big as Presidents of 44 nations came together as they signed the African Continental Free Trade Area (AfCFTA) agreement in Kigali, Rwanda on the equinox of March 2018. Eighteen of the 24 countries in East and Southern Africa region Members were among the 44 that appended their signatures on the document, christened, *Kigali Declaration*.

7.2.28 At the same time, 27 African nations signed the Protocol on the Free Movement of Persons, Right to Residence and Right to Establishment. At least half of the signatories must ratify the the AfCFTA before it enters into force. More countries still have to go through various governmental and parliamentary processes before fully embracing the full vision of the AfCFTA. It is expected to lead into massive increase in flow goods as countries remove tariffs and permit freer movement of goods, increasing intra-continental trade by over 50% by 2022.

7.2.29 The population of Africa's 55 countries is reported to currently stand at 1.2 billion.

7.2.30 The African Union Commission lists the objectives of the CFTA as to: Create a single continental market for goods and services, with free movement of business persons and investments, and thus pave the way for accelerating the establishment of the Continental Customs Union and the African customs union; Expand intra African trade through better harmonization and coordination of trade liberalization and facilitation regimes and instruments across RECs and across Africa in general; Resolve the challenges of multiple and overlapping memberships and expedite the regional and continental integration processes and; Enhance competitiveness at the industry and enterprise level through exploiting opportunities for scale production, continental market access and better reallocation of resources.



Paul Kagame, Rwanda's president and the host of the AU summit during the signing of the Agreement.

7.3 STRATEGIC OBJECTIVE 2: PROMOTION OF FAIR AND EFFICIENT REVENUE MOBILIZATION

7.3.1 This objective aims to achieve effective Mobilization of Revenue Collection to enhance revenue collection techniques thereby increasing the tax base and maximizing the revenue yield.

Activities

7.3.2 The 4th African Union Technical Working Group Workshop on Interconnectivity of Computerized Customs Clearance



7.3.3 The ROCB participated in the 4th African Union Technical Working Group (TWG) Workshop on Interconnectivity of Computerized Customs Clearance meeting funded by the African Union on 31st July to 2nd August, 2017 in Yaounde, Cameroon.

7.3.4 The AUC considered that Customs reforms and modernization play a centre stage of each and every Customs administration in Africa, and the use of ICT has become core to such reforms. While Customs modernization offers great promise for unlocking trade potential, the efficiency of the supply chain goes beyond customs, hence the need for an integrated approach. It is no doubt that use of ICT by Customs reduces duplicative processes and data capture, eliminating physical movements that consumes time, and minimizing human factors, like arbitrary decision making.'

7.3.5 The following Member States and RECs participated in the workshop: Cameroon, Comoros, Cote D'Ivoire, Ghana, Ethiopia, Madagascar, Togo and Zimbabwe. The following RECs and International Organizations also participated in the workshop: East African Community (EAC), Economic Community of Central African States (ECCAS), Economic Community of West African States (ECOWAS), Inter-Governmental Authority on Development (IGAD), World Customs Organization Regional Office for Capacity Building for Eastern and Southern Africa (WCO ROCB ESA) and World Customs Organization (WCO).



The delegates who attended the 4th African Union Technical Working Group Workshop on Interconnectivity of Computerized Customs Clearance on 31st July to 2nd August, 2017 in Yaounde, Cameroon.



7.4 STRATEGIC OBJECTIVE 2: PROMOTION OF FAIR AND EFFICIENT REVENUE MOBILIZATION

7.4.1 STRATEGIC OBJECTIVE 3: PROTECTION OF THE SOCIETY

7.4.2 This objective aims to assist members to develop effective Risk Management policies, strategies and procedures.

Activities

7.4.3 The World Customs Organization (WCO) Action Against Counterfeit and Illicit Medicines Workshop; Pride Inn Paradise Beach Resort, Mombasa

7.4.4 The Kenya Revenue Authority (KRA) hosted the second World Customs Organization (WCO) Action against Counterfeit and Illicit Medicines (ACIM II) at the Pride Inn Paradise Beach Resort in Shanzu from 7th to 9th June, 2017. This was preceded by the first WCO ACIM workshop that took place at the same venue in August, 2016.

7.4.5 The Workshop primarily focused on Pharmaceuticals, while maintaining a general focus on all counterfeit and pirated goods, particularly those that may pose a threat to health and safety.

7.4.6 Mr. Kiprono Bullut, Chief Manager Port operations, delivered the opening address to over 70 delegates from across the globe including: Angola, Belgium, Brazil, Democratic Republic of Congo, Germany, Ghana, India, Israel, Macedonia, Mexico, Senegal and South Africa. The Director of Studies at the Institute of Research against Counterfeit Medicines (IRACM), Mr. Wilfrid Roge and Ms. Sandra Wens, an expert in combating Counterfeiting and Piracy with the World Customs Organization (WCO) also gave their remarks.

7.4.7 The workshop provided a technical lever aimed at strengthening the potential of different actors in the anti-counterfeiting and piracy fight. It was mainly organized for the benefit of operational services of Customs Administrations and right holders action.

7.4.8 The objective of the workshop, specifically within the framework of Operation ACIM 2, was to provide relevant stakeholders with the best possible practices and to create a favorable environment for sharing experiences about:

- How to distinguish between a genuine and a fake article (sessions will be led by right holders)
- Customs' operational services criteria used in order to target high-risk operations and that have resulted in recent seizures (sessions led by Customs Administrations).
- Participants also had the opportunity to learn first-hand about the latest plays used by counterfeiters to carry out their schemes.
- New delivery and fraud techniques (changes in routes and massive use of transshipments, keeping goods in countries where risk of detection is lower before being sent to their ultimate destinations, false invoicing, complicity with intermediaries, etc.);
- Use of multiple means of transport;
- Splitting consignments and shipping in smaller batches, thereby reducing the risk of interception and concealing the true origin and place of departure of the goods;
- Serial repackaging, etc.
- The workshop was followed by a 10-day operation at the Port of Kilindini.



Delegates at the workshop



7.5 STRATEGIC OBJECTIVE 4: STRENGTHENING PROFESSIONALISM IN HUMAN CAPITAL

7.5.1 This objective aims to enhance regional research and analysis capacity in Customs, develop competent trainers for national and regional training, develop a regional E-learning platform, develop and integrated Human Resource Development (HRD) strategy to support the repositioning of customs as well as integrated Human Resource Management (HRM) strategy.

Activities

7.5.2 Accreditation workshop for Expert Trainers (ET) on HS classification and Customs Valuation

7.5.3 The WCO organized an accreditation workshop for Expert Trainers (ET) on HS classification and Customs valuation at the WCO Headquarter in Brussels from 16th to 20th October 2017. This workshop was organized in cooperation with JICA (Japan International Cooperation Agency) as part of the strategic approach taken by the WCO aiming at expanding the pool of WCO expert trainers on HS classification and Customs valuation in order to respond to the needs expressed by the WCO members on these important subjects.

7.5.4 The participants took part in a series of training activities jointly conducted by the WCO and JICA to become quality trainers and are now actively contributing to the delivery of training on HS classification and Customs valuation in East Africa. With the slogan of “From East Africa to the World”, they were invited to participate in the WCO accreditation workshop and become an asset of the global Customs community through WCO accreditation.

7.5.5 Throughout the workshop, all participants worked intensively and demonstrated their knowledge, skills, techniques and, most importantly, enthusiasm to contribute to the capacity

building activities to be made by the WCO in the future. During the workshop, participants were also given an opportunity to pay a courtesy call to the Secretary-General Dr. Kunio Mikuriya. The Secretary-General welcomed the participants, acknowledging their contribution and expressed his expectation that they will contribute to sustainable training delivery in East Africa. He further encouraged them to become global assets as WCO Expert Trainers and contribute to the capacity building activities to be conducted by the WCO all over the world.

7.5.6 Successful participants to the workshop will be invited to the next stage of the WCO expert accreditation process, an in-field mission with a WCO lead expert. It is expected that those participants who successfully complete the accreditation process will be added to the expert pool and work together with the WCO for the benefit of Members who require support from the WCO for the improvement of their HS classification and Customs valuation capacity.

7.5.7 The workshop was attended by thirteen participants invited from the five EAC Partner States, namely Burundi, Kenya, Rwanda, Tanzania and Uganda. Those participants are part of the “Master Trainer Program” conducted jointly by the WCO and JICA to develop more sustainable and self-contained training capacity in East Africa.



WCO accreditation workshop for Expert Trainers on Customs Valuation and HS Classification, Brussels, Belgium, 16th to 20th October 2017



7.5.8 2nd ESA Regional Research Conference (ESARR Conference)

7.5.9 The 2nd WCO ESA Regional Research Conference was hosted by the RTC Kenya and took place on the 23rd and 24th November, 2017, at the Kenya School of Monetary Studies (KSMS) in Nairobi, Kenya. It was co-organized by the ROCB and the RTC Kenya and attended by more than 200 participants from 20 nations. Participants included researchers and officials from various member customs administrations in the East and Southern Africa Region, WCO ESA Regional Training Centres (RTCs), the WCO, the African Union, the World Bank, Africa Development Bank, Regional Economic Committees (RECs) (the East African Community), the Government of Australia, Kenyan ministries, the private sector, academia, and other cooperating partners. This conference was made possible by the support of CCF Korea and RTC Kenya.

7.5.10 The theme for this year's conference is 'Impacts and Implication of the Trade Facilitation Agreement and the WCO Mercator Programme to the ESA region' and will cover the following topics: Impacts of the WTO Trade Facilitation Agreement in East and Southern Africa; Data Analysis for Effective Border Management in East and Southern Africa; Best Practices in Digital Customs in East and Southern Africa; E-commerce as a driver for Economic Growth in East and Southern Africa; Securing and facilitating trade in East and Southern Africa, and Regional Integration: Addressing levels of intraregional trade in East and Southern Africa.

7.5.11 The conference was opened by the head, RTC Kenya, Ms. Beatrice Memo who was also representing the Commissioner General KRA, Mr. John Njiraini. She welcomed the delegates to Kenya and to the conference. Ms. Memo informed the delegates that the RTC Kenya had grown into a full-fledged learning institution offering various diplomas, post-graduate diplomas, and Master's degrees, with a current student population of 2,300. She further pointed out that RTC Kenya, in conjunction with the Jomo Kenyatta University of Agriculture and Technology (JKUAT), graduated the first batch

of students in November, 2017. She recognized the wide range of sectors represented in the conference and pointed out the importance of trade facilitation in the Region.

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7.5.13 Dr. Mukhisa Kituyi focused on a variety of issues aimed at boosting regional development through cross-border trade and the trends and role of Customs, simplification, and harmonization of laws and regulations, TFA, Regional integration, and the Continental Free Trade Area (CFTA).

7.5.14 He highlighted the exponential growth of information in recent years (80% of all human knowledge being only two years old or less), and the importance of deepening market integration and seamless interconnectivity and sharing challenges and solutions among member states in the promotion of trade.

7.5.15 All the researchers who presented their papers were awarded certificates, and the best three researchers were awarded trophies. A special award (Supervisor's Award) was presented to the researcher who was deemed the most cooperative and committed by supervisors. The awards and prizes were presented by the conference's guest of honor, Dr. Mukhisa Kituyi, and the head of RTC Kenya, Ms. Beatrice Memo. The awards were presented as follows;



1. Winning Paper Award - Dr. Geoffrey Okoboi and Michael Kyanzi (Electricity Regulatory Authority, Uganda and Uganda Revenue Authority respectively)
2. 1st Runner-Up Award- Frank Kalizinje (Malawi Revenue Authority)
3. 2nd Runner-Up Award- Sendra Chihaka (Zimbabwe Revenue Authority)
4. Supervisor's Award- Sudhir Dey Ancharaz (Mauritius Revenue Authority)

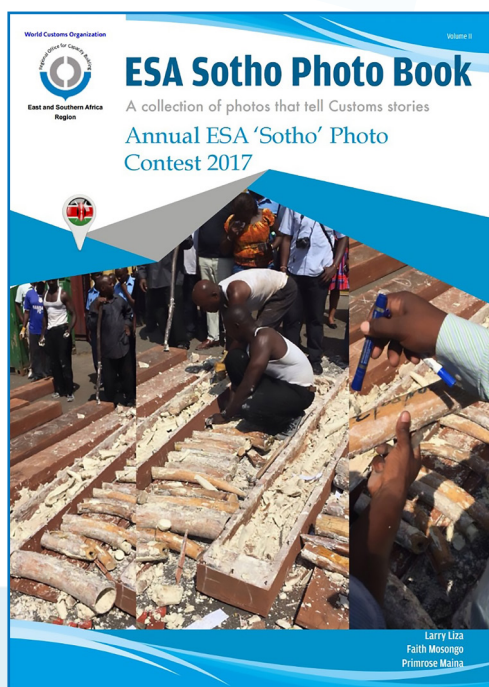


Delegates during the conference

7.5.16 The ESA Sotho Photo Book

7.5.17 The ROCB launched the East and Southern Africa (ESA) Sotho Photo contest as an Annual Contest to be voted for at the Governing Council in the year 2016. The winner is awarded a trophy and certificate with the runners-up awarded certificates. Zimbabwe won the contest in 2016 having presented a photo showing a case of human trafficking; they opted to keep the trophy and funded the purchase the 2017 winner's trophy.

7.5.18 In the year 2017, 14 Members submitted photos showcasing Member history, activities and successes in exercising mandate. Kenya's submission was overwhelmingly voted as the Photo of the Year 2017 with Comoros voted as the 1st Runner Up and Zimbabwe the 2nd Runner Up. All the photos submitted will form the ESA Sotho Photo book 2017.



7.5.19 The ROCB published the ESA Sotho Photo Book in 2017 and shared it with the Region, the book may also be downloaded from the Publications section of the WCO ESA ROCB website.

7.5.20 WCO Knowledge Academy 2016

7.5.21 The WCO Knowledge Academy was held from 19th June, 2017 to 24th June 2017. The 2017 Knowledge Academy's programme, included two learning tracks focused on the WCO's principal areas of work, namely Tariff and Trade Affairs (Harmonized System, Rules of Origin and Customs Valuation) as well as Compliance and Facilitation (Trade Facilitation Agreement, WCO Data Model, and SAFE/AEO).

7.5.22 WCO PICARD Conference

7.5.23 The Director, ROCB attended and moderated sessions at the 12th Annual WCO PICARD Conference, which ran from 26th to 28th September, 2017 in Hammanet, Tunisia.

7.5.24 The annual WCO research conference has positively impacted the work of Customs providing a platform for informed dialogue between Customs administrations, universities, and research institutes on topics relevant to Customs and international trade. The Conference focused on data analysis, trade facilitation, security and Customs-Tax cooperation.



Some of the representatives from the ESA Region who attended the WCO Knowledge Academy, 2017



7.6 STRATEGIC OBJECTIVE 5: ENHANCE CAPACITY TO SUPPORT REGIONAL INTEGRATION

7.6.1 The outcomes of this objective are; Effective regional coordination procedures among the regional stakeholders, Effective Monitoring and Evaluation framework and Funding Mobilization

Missions

The ROCB has continued to participate in various missions that promote the delivery of its objectives. These missions are as a result of its collaboration with the WCO, RECs, various stakeholders and development partners.

7.6.2 The 3rd African Union Customs Experts Trade Facilitation Forum, 20th to 22nd September, 2017.

7.6.3 The African Union Commission in collaboration with the Mauritius Revenue Authority organized the 3rd African Union Customs Experts Trade Facilitation Forum held from 20th to 22nd September, 2017 in Port Luis, Mauritius.



The delegates who attended the meeting



7.6.4 The three days' forum was organized in line with the Action Plan for Boosting Intra-African Trade, endorsed by the African union Assembly of Heads of State and Government through their 2012 decision (Assembly / AU-Dec 394 [XVIII]) on Boosting Intra African Trade and fast tracking the establishment of the Continental Free Trade Area (CFTA) by 2017 as an indicative date and as well as taking into account the coming into force of the WTO Trade Facilitation Agreement (TFA) on 22nd February, 2017.

7.6.5 The objective of the forum was to assist AU Member States in their endeavor related to the simplification and harmonization of customs procedures including their documentation and regulations to boost intra-African trade within the context of the Agenda 2063 ten year implementation plan. The meeting was attended by delegates from nearly 30 (Thirty) African Union Member States, WCO ESA ROCB, representatives of Regional Economic Communities (RECs), Private Sectors, and experts from the African union Commission.

7.6.6 The East African Women in Business Platform (EAWiBP) & The Kenya Women In Business (KWIN Biz) B2B Meeting

7.6.7 The ROCB participated at the East African Women in Business Platform (EAWiBP) and the Kenya Women in Business (KWIN Biz) B2B meeting of individual businesswomen and associations of women in business on 7th September, 2017, at the Hotel InterContinental, Nairobi, Kenya.

7.6.8 The aim was to support women in taking proactive steps to increase women's participation in intra – EAC trade, EAC integration process and economic empowerment and thereby works towards; Increased effective participation of women in business in the EAC integration processes; Improved economic contribution of women in business in the EAC Partner States; and Increased progression of women-owned enterprises in the EAC from informal to formal status.

7.6.9 **129th /130th Council Sessions of the WCO, 6th to 8th July, 2017.**

7.6.10 The 129th /130th Council Sessions of the WCO took place from 6th to 8th July, 2017 in Brussels, Belgium. The issues discussed included; the election of the WCO Deputy Secretary General. The position became vacant following the appointment of Mr. Serjio Mujica's appointment as the Secretary General of the ILO effective 17th July, 2017.

7.6.11 Majority members of the PC raised concerns at the position being vacant for 18 months. Options tabled included holding an early election in December (extraordinary Council); postal elections or elections at the June 2018 Council Session with the elected official assuming office immediately; Accession to the WCO of non-state members (Kosovo); Use of additional languages at the WCO and the Status of WCO regional bodies.

7.6.12 The ESA Region also held a Regional Consultation meeting at the side-lines of the Council. The deliberations of the meeting were shared with the region.

7.6.13 **The 13th Global Meeting of the Heads of the ROCB, RTCs and the Vice-Chairs' Office**

7.6.14 The 13th Global Meeting of the Heads of the Regional Offices for Capacity Building (ROCB), the Regional Training Centres (RTCs) and the Vice-Chairs' Offices took place in Brussels (WCO Headquarters) on 22nd and 23rd February, 2018.

7.6.15 The meeting was aimed at further empowering the regional structures to deliver their mission and fulfil their important role. It also provided an opportunity for interaction and exchange of experience among the ROCB, RTCs and Vice-Chairs' Offices.

7.6.16 During the meeting three Regions presented their experiences and it was noted that they already had regional strategic plans that contributed (at various levels) to the implementation of the WCO Strategic Plan.



7.6.17 It was however pointed out that regional strategic plans were tailored to the specific needs and priorities of the regions and their Members and were not exclusively supplied by inputs from the WCO Strategic Plan.

7.6.18 It was also noted that the objectives, methodologies and tools to develop regional strategic plans differed from one region to another. Typically, regional strategic plans were developed by the ROCBs, with strong support from their Vice-Chair.

7.6.19 It was emphasized that a network of national contact points could be a powerful tool for better coordination, planning and implementation of regional and national reform initiatives.

7.6.20 The 9th Session of the Capacity Building Committee (CBC)

7.6.21 The 9th session of the CBC took place in Brussels, from 26th to 28th February, 2018. The theme of the meeting was “SMART Customs: The Gateway to High Performance and Sustainability”.

7.6.22 Building on the theme of “Smart Customs”, the Committee benefited from presentations on the latest technological trends that are already impacting Customs operations and training. Developments in remote sensing, machine learning, robotics, augmented reality and virtual reality are already seeing application in the field, with the trend set to increase over the coming years.

7.6.23 At the same time, the Committee engaged retrospectively on the history of Customs and the evolving mandates of Customs administrations beyond revenue collection, taking into account social protection, trade facilitation and security. Intersecting the past and the future, the Committee also discussed present-day trends in performance measurement, highlighting Member applications that promote tactical and strategic decision-making, while increasing accountability and integrity. The Committee also took into account the latest developments on questions

of diversity and gender equality, taking note of the WCO's efforts in this area.

7.6.24 During the meeting the WCO presented the delivery report on activities conducted since the last Session. Some of the main contextual themes of the report which included the TFA, e-commerce and emergent technologies were highlighted, while underscoring the key principles of needs-based support, project management approaches, and alignment to regional and national strategic plans.

7.6.25 The Capacity Building Committee took note of the latest developments and innovations by WCO and also welcomed the upcoming launch of the WCO Academy which is designed to provide access to Customs-specific knowledge for non-Customs professionals engaged in international trade.

7.6.26 The 17th Session of the Integrity Sub-Committee

7.6.27 The 17th Session of The Integrity Sub-Committee took place in Brussels (WCO Headquarters) on 1st and 2nd March, 2018.

7.6.28 During the meeting it was pointed out that the two main drivers for corruption are the number of rules and regulations that need to be applied, as well as the number of roles at border operations therefore increasing the likelihood of criminals finding gaps in controls.

7.6.29 Delegates expressed an interest in how performance measurement can be used in anti-corruption strategies. Based on all the panelists presentations and discussion on Integrity testing the Integrity Sub-Committee concluded that Integrity testing is definitely a preventive measure for behavioral misconduct and Integrity breaches.

7.6.30 Newsletter Publication

7.6.31 During the reporting period four newsletters were shared with the Region; April - June 2017 Issue, July- September Issue 2017, October - December 2017 issue and the January - March 2018 issue. The ROCB aims to



publish eNewsletters quarterly. They constitute a beneficial medium of communication through which information and developments of relevance are shared with Members of the Region and other stakeholders on a periodic basis. We urge Members and stakeholders to continue to submit their articles to the ROCB on a rolling basis.

7.6.32 The editions featured capacity building activities in the Region, regional meetings, as well as the relocation of the WCO ESA ROCB offices.





8.0 CONCLUSION

8.1.1 The second part of the regional year saw increased activities compared to its first half. We are thankful to our partners for their continued support, especially the WCO Secretary General, Dr. Kunio Mikuriya for his steadfastness in supporting the region, alongside the WCO Capacity Building team headed by Mr. Ernani Checcucci and his deputy, Mrs. Brenda Mundia. Our Regional Manager, Mr. Patrick Gyan remains a pillar in our capacity building initiatives and continued to work hand in hand with us in supporting the Region and the ROCB. We are persuaded that with greater cooperation, we shall steer this region further, together.

8.1.2 Our Members have also furthered *Communication* with us, marking continued improvement. In today's competitive world, communication is an important aspect of any successful organization. You may recall we introduced the Communication Awards in the Region in the year 2016 where the Best Member in Communication as well as the Best National Contact Points are awarded. This Awards are meant to encourage Members to improve their communication with the ROCB and other Members of the Region in general. We recognise Zimbabwe for winning the Best Member in Communication Award for two years in a row and look forward to unveiling the 2018 winner!

8.1.3 We trust the new Regional Strategy will further our development and remain inclined to dutifully serve the region, in cooperation with our partners. Upon its adoption, the team will firm a roll-out plan or change management plan to ensure that the Region and key stakeholders in the Region embrace, adopt and support the implementation of the Strategy. We shall have a Strategic dashboard instrument to report performance of the Strategy.

8.1.4 The Trade Facilitation Agreement continues to gather momentum in its implementation. In the near future, we shall be having discussions linking the TFA and the African Continental Free Trade Area Agreement aiming for the region to marshal resources and

fully exploit the promises of these agreements. Thankfully, we are in partnership with the African Union Commission to further support understanding and implementation of this agreements.

8.1.5 Like in the previous year, our collaboration with the Regional Economic Communities (RECs) did not pick up in spite of attempting various measures to further collaboration. Suffice to note though that the East African Community (EAC) has continued to engage with us in various levels. We look forward to the guidance of the Governing Council to ensure greater coordination, cooperation and collaboration among these key communities.

8.1.6 We remain thankful to our Members for their continued cooperation and support. Much appreciation to Uganda, Botswana and Zimbabwe as members of the ESA Management Committee. We also thank Members serving in other committees in the region, in particular, the Finance and Governance Committee, chaired by Malawi and comprised of Comoros, Rwanda and Swaziland. Other Members serving in other committees include South Africa and Lesotho in the WCO Audit Committee and Burundi in the WCO Finance Committee. Special appreciation to Kenya, the hosts of the ROCB for their continued hosting and support. Meanwhile, we urge the Governing Council to salute Ethiopia for responding to the call to pay up all their pending subscription fees to the Region. Meanwhile, two of our Members, South Sudan and Somalia are currently listed as inactive by the WCO. We urge the Governing Council to further engage and encourage them to regularize their status. We also urge the Governing Council to positively engage Djibouti and Eritrea to regularize their participation in the ESA region.

8.1.7 We look forward to a great year, one in which we shall commence programmes and continue the development of the region under a new Regional Strategy.

LARRY LIZA
DIRECTOR,
April, 2018.



9.0 ROCB CONTACTS

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Country Reports 2017 - 2018

The following are summary country reports for the year 2017/2018, from the ESA Members who responded to the request to share their reports.



Angola

The Customs activities carried out during the year of 2017, were in line with the Annual Plan of the Angola Revenue Administration (AGT), focused mainly on the area of facilitation, illicit control trade and revenue collection.

Regarding the increase of the facilitation of the legal trade, AGT gave initiative to several projects that compete for this purpose, namely the Authorised Economic Operator Programme (AEO), the Coordinated Border Management (CBM), Training of Customs Officials, Customs Brokers and other entities of the logistic supply chain on customs matters, the Customs Code and the amendments of the Custom Code, and Harmonized System Version 2017, as well as the restructuring of the Control System, Post Clearance Auditory and the implementation of the ASYCUDA World System in the SouthWest customs region of Angola.

In the context of combating illicit smuggling, during the period under review, there were a total of 354 cases of foreign exchange infractions, resulting in the seizure of the following amounts:

US \$ 1,623,790.00 (one million, six hundred and twenty-three dollars) **AKZ 135.751.900,00** (One hundred and thirty-five million, seven hundred and fifty-one thousand, and nine hundred kwanzas) and **EUR 328,670.00** (three hundred twenty-eight thousand, six hundred and seventy Euros). were referred to the National Bank of Angola for appropriate treatment under the current exchange rate legislation. In the same period, there were a total of 13 cases of drug trafficking, resulting in the seizure of 46.472g of Cocaine and 4,200g of cannabis.

enhances customer service; enhances capability for collection and accounting of Customs duties, taxes and levies and; improves capability for border security.

The System further provides for interface/integration with other Government Agencies for the National Single Window involving trade related Ministries, including Ministries of Investment, Trade and Industry, Health and Wellness and Agriculture Development and Food Security; Botswana Bureau of Standards and Botswana Police Service. The System is used by the trading community & OGA to facilitate reduced lead time in processing trade documents & permits hitherto done manually. In recognition that a National Single Window would involve detailed analysis of the current environment, more work is planned in the future.

In addition, work to deploy NIIS equipment at major border posts continued as an effective and modern deterrent strategy in the light of the current and emerging trends of smuggling and concealment of contrabands. The addition of further NIIS systems will enhance BURS' ability to protect the Botswana society against illicit and harmful goods such as drugs and others that are a threat to national security, as envisaged under the BURS 2014 – 19 Strategic Plan. Further to that, the non-intrusive inspection capabilities of this technology will save the economy millions of Pula that are lost through illicit cross-border trading while at the same time reducing physical inspection-related side effects that are more often than not borne by traders such as pilferage, breakage and delays at entry and exit points.

Following up on the notification of May 2017 in accordance with Article 16.1(b) and 16.1(e) of the WTO TFA, Botswana notified the definitive dates for implementation of its Category B and C provisions on 6th March 2018.



Botswana

In line with the requirements of the WTO TFA on Pre-arrival processing among others, BURS commenced the implementation of the new Customs Management System (CMS) on 1st January 2017. The Customs Management System (CMS) is a web-based pre-clearance processing platform that



Burundi

During the period 2017/2018, Burundi Customs administration launched and /or implemented several customs modernization initiatives which the



most important are :

- i. Clearance of all products within the Single Customs Territory (SCT) scheme from July 31, 2017 on the central corridor. The SCT is a step towards the effective implementation of the Customs Union of the East African Community of paying duties and taxes when the goods arrive at the first port of entry of the Community.
- ii. The regional COMESA Customs Transit Guarantee Scheme is effectively operational for all importers and customs agencies declaring their goods under a suspensive regime or declaring goods exempted under the SCT;
- iii. Six new companies established in Burundi were accredited in the Regional AEO Program of the East African Community (EAC);
- iv. Two AEO dedicated lanes/service were opened at Bujumbura Port and Kobero Customs stations. The opening of the two lanes aims to further facilitate the AEO and reduce customs clearance time for companies participating in said program;
- v. A National Consultative Group on the AEO Program including Customs, Private Sector and Cross border and regulatory agencies has been established and regular meetings are held to implement the AEO Program in Burundi.;
- vi. The Strategic Plan 2018-2022 of the Burundi Revenue Authority (OBR) was adopted and is being implemented ;
- vii. Finally, in the area of capacity building, various trainings were organized and the most important ones are: stakeholders engagement techniques, the Revised Kyoto Convention and the Single Window.



Comoros

Comoros islands, archipelago of the Indian Ocean, halfway between Eastern Cost of Africa and Madagascar, have a customs administration located in the three main islands. The annual report of its activities for 2017 highlights the continuation of the reforms initiated since 2016 with the firm will to place the Comorian Customs Services in tune with the times, in other words, in the digital world. The started reforms in 2016 and continued in 2017 have begun to yield the expected results. Indeed, the US\$ 65 million of revenue collected in 2017 is the double of the average revenue collected for the last five (5) years. They constitute 42.7% of the total revenues of the internal budget of the Government in 2017. The partnership

with the private sector has created a climate of trust towards economical operators as well as with freight forwarders. The latest are now playing a leading role in customs clearance. The securing of the revenues by collection through a financial institution while waiting for the direct transfers expected in 2018 with the ASYCUDA World contributed to the good results recorded. Capacity building and permanent search for staff welfare were priorities during the year.

Customs cooperation with local and international partners has been strengthened. The visibility of Comorian customs was very present during the year both at local and external level.

The image of the Comorian Customs Administration has been well perceived by the population and the authorities. Rules and regulation took over in the Administration. On the international level, the image of Comorian customs has also been reinforced according to partners. The selection of Comoros islands to host the meeting of the sub-committee of Directors General of Customs of African Union country members in September 2018 best illustrates this.



Ethiopia

ERCA, the federal organ responsible for Tax and Customs Administration, has its headquarters in Addis Ababa, Ethiopia in the horn of Africa. Some of the important milestones to measure its progress in achieving the goals that have been set in relation with customs and tax modernization and transformation are highlighted as follows.

The fact that ERCA is on ***the process to implement the Electronics Customs Management System (ECMS)*** is the first milestone. The actual *Pilot testing* is done in the Ethiopia-Djibouti transit corridor from Djibouti to Addis Ababa. It is envisaged that the full implementation of the project will begin on June 2018. The new system has replaced ASCUDA++ which had been in use since July 2004, as it has its own gaps such as:- lack of flexibility as the business changes, old technology, scalability and limited or no support. ***Train cargo customs procedure implementation*** is the other milestone of the year. Following the railroad recently built between Ethiopia and Djibouti, ERCA has formulated a train cargo customs procedure which has been recently implemented after the two countries signed and agreed to enforce it.

The third milestone is the ongoing ***One Stop***



Border Post (OSBP) project. To improve the transit facilitation of goods with neighboring countries, one stop border posts (OSBP) projects are already under way at border checking points under the bilateral agreement made between Ethiopia and Djibouti, Ethiopia and Sudan, and Ethiopia and Kenya.

Enhancing ERCA's Structure is the other major milestone of the year. ERCA has designed a process and function based hybrid organizational structure in order to meet the dynamics of globalization and to play the contemporary role which ERCA has to play in creating conditions necessary for trade facilitation versus customs regulatory control.

Recognizing Human Resource Development as one focus area, ERCA has established its own Training Center, which enables to satisfy its unique need of skilled and specialized professionals in customs and tax fields, which otherwise wouldn't have been able to obtain them from labor market.



Kenya

Customs reforms and modernization

Over the years, KRA has made considerable progress in its journey of delivering a digital Customs administration regime. The concept of a digital Customs is anchored on our belief that technology holds the key to the successful management of all tax administration processes.

Integrated Customs Management System (iCMS)

At the heart of global trade is Customs which has been significantly defined by the complex balancing act of ensuring safety of national borders and facilitating trade. As a result, Customs departments world over are under pressure to deliver customer-centric service, capture accurate revenues and stop illicit trade within the constraints of stretched resources.

To enable customs to manage multiple operations and benefit from best practice and innovative approaches, KRA has rolled out the new Integrated Customs Management System (iCMS). This system replaces the 12-year-old SIMBA system and brings on board key innovations including: automated valuation benchmarking, automated release of green channel cargo and importer validation of declaration. Further, iCMS comes with two-way iTax integration which enables data sharing on those who import to

enable follow up on domestic tax declarations. The automated valuation-benchmarking feature enables Customs to use system in-built values to interrogate declarations that fall outside tolerable limits. This will substantially address the perennial problem of cargo undervaluation, which is a major source of revenue leakage.

In the future, cargo for taxpayers who hold Authorized Economic Operator (AEO) status shall be system-released once pre-determined in-built controls are validated. This feature will add great value to the AEO designation, besides drastically cutting down on clearance time.

There are other key features including the auto population of Customs declarations from shipping data, the creation of an online virtual auction which enables any Kenyan to bid at Customs auctions and the provision of an automated tariff facility which effectively empowers any person to make a Customs declaration.

Integrated Cargo Scanning Solution (ICSS)

The scanner integration project enables Customs to take electronic control of cargo scanning operations. Previously scanning operations were localized at the point of scanning, meaning that Customs leadership did not have ongoing visibility about scanning operations. Customs headquarters in Nairobi is now enabled to supervise, interrogate and take decisions about scanning operations.

This new development will address the long running concern of avoiding physical contact between image analysts and cargo owners, a practice that bred major corruption risks. In addition, we will develop centralized expertise in image analysis and decision-making. Further, we shall establish effective control over scanning operations through centralization and knowledge sharing.

Regional Electronic Cargo Tracking System (RECTS)

Globally, transit trade is an important element in the economic movement. The transit trucks are considered as one of the most common means of smuggling inside any country. So, truck transport monitoring has become inevitable for government organizations in many countries.

The Regional Electronic Cargo Tracking System (RECTS) has given Customs complete visibility over transit cargo operations not just within Kenya but across the entire Northern Corridor into other partner states. This non-intrusive capability to monitor cargo movement has not only drastically



cut down opportunities for diversion but has in addition markedly improved cargo transit times through elimination of driver-initiated delays.

The RECTS has been extended to the tracking of sensitive exports, especially tobacco and spirits which have been the target of dumping. Presently, the key preoccupation is to increase the quantum of seals available in order to ensure 100% coverage for all transit cargo.



Lesotho

The Customs Administration of Lesotho, Lesotho Revenue Authority, has achieved a number of positive milestones in its quest for better service and revenue collection for development of Lesotho in the financial year 2017/18. The most notable of these achievements are outlined briefly below.

Development and conclusion of a new 5-year strategy: Following the appointment of a new board of directors, the LRA began development of a new strategy a year earlier than had been initially planned. This was in response to the change in the operating environment including world and regional economic trends. The new strategy marks a shift from an enforcement heavy approach to dealing with taxpayers and traders to one of collaborative engagement.

Introduction of Voluntary Disclosure Program: In line with the new strategy, the LRA has launched a successful program that encourages taxpayers and traders who might have been errant in their dealings with LRA in the past to come clean by disclosing all their misdealing in exchange for no criminal prosecution provided they make any payments that they might have missed as a result of their incomplete declarations in the past. This approach has been welcomed by both the taxpayers and the judiciary since long court battles are now minimised.

Flat tax rate for small and medium enterprises: In order to encourage small and medium enterprises to join the tax net while minimising any burden of compliance with tax laws on their part, the LRA introduced a special tax regime for them. Under this dispensation, small and medium size enterprises pay an agreed amount without the need to keep books of accounts and filing periodically. The LRA is currently studying ways of extending this arrangement to those engaged in cross border trade.

Completion of Time Release Study: In time to

coincide with the new strategy, the LRA undertook a Time Release Study to find the amount of time it takes for goods to be cleared through our borders. The aim is to make use of the findings to design ways of removing any bottlenecks thereby reducing delays in the processes of clearing goods across the border.



Malawi

Customs and Excise Division is one of the core Divisions of the Malawi Revenue Authority. Apart from facilitation of legitimate trade, the Division is also responsible for collecting and assessing Customs revenues which account for 31% of total revenue collected by the Authority. The Division embarked in various reforms with the intention to improve efficiency and effectiveness in its service delivery. It also continues to enhance its cooperation with Other Government Agencies (OGAs) as well as the private sector through its participation in various Fora such as the National Trade Facilitation Committee. Following the roll out of ASYCUDA World in 2016, the Division has increased the number of Customs offices that are automated and using ASYCUDA World from 13 to 21 from December 2017 to February, 2018. Previously only 13 stations were automated as the others were transacting manually. The Increase in the number of automated offices has contributed to effective application of risk management and reduction of clearance time.

Usage of the ASYCUDA World has also created an enabling environment for Electronic payment (E-Payment) which commenced in 2017. The Overall objective is to ensure real time settlement of tax payments at the convenience of both taxpayer and the Authority. Usage of the E-Payment system has minimized risk of fraud, eliminated tax payer queues and penalties that arise due to refer to drawer cheques.

As a Chair of the National Trade Facilitation Committee, the Division played significant contributions in the preparations of Malawi's accession to the World Trade Organization (WTO) Trade Facilitation Agreement (TFA). Malawi acceded to the WTO TFA on 12th July, 2017. Following the accession, the Division continues to cooperate with OGAs and private sector to ensure the effective implementation of the Agreement.

The Division is in the process of implementing



other modernization initiatives as means to facilitate trade and improve service delivery. Preparations to roll out Authorized Economic Operators (AEO) Scheme are at an advanced stage. Customs is also actively involved in the establishment of One Stop Border Post and implementation of an Electronic Single Window System which are being supported by the World Bank.

The Division will endeavor to improve its operations by embarking on modernization initiatives as well as sustaining its existing cooperation with its partners and stakeholders.



Mauritius

In the context of the on-going Customs Reforms and Modernization Programme, MRA Customs has implemented various ICT-related trade facilitation initiatives pertaining to the progressive development of the Mauritius Trade Link (National Single Window), the extension of Deferred Payment Scheme and Warehouse Management System extended to excise operators, bonded tanks and all suspended regimes. Other services available to stakeholders are e-registration of Economic Operators, Web Based Eligibility platform for Returning Resident to be granted concession on X03, a mobile application to monitor the status of Bill of entries submitted at Customs and an Online Currency Declaration Platform to avoid the hassle of completing declarations forms at the airport. These initiatives have reduced time and costs for doing business and promote transparency. The EDI System has been reinforced through the implementation of the submission of Electronic Courier/Postal Manifest and stock management system reports which provide at any time, the lists of break-bulk goods/containers landed in the port container terminal (but not gated-out).

MRA Customs has adopted international agreed standards such as the implementation of Harmonized System 2017. Other trade facilitation measures implemented relate to (i) the release of the "National Time Release Study" report to identify bottlenecks in the logistics supply chain and formulate remedial measures; (ii) a One Stop Shop to expedite clearance of Motor Vehicles and to allow automatic removal of lien on motor vehicles to further streamline procedures. MRA Customs holds regular consultations with stakeholders through meetings to promote

transparency and predictability and sharing of information. In addition, MRA actively participates in Port and Airport security meetings to strengthen collaboration between other border control agencies in order to seek greater efficiencies over managing trade and travel flows, while maintaining a balance with compliance requirements.

Numerous issues in respect to integrity have been addressed through trainings, workshops and surveys. The WCO Workshop: Integrity and Ethics – Training of Trainers held at the MRA, WCO Regional Training Centre, provided guidance and support to officers on how to perform their duties ethically.

In year 2017, drugs seizures by MRA Customs totalised to a record amount of Rs 2.9 Billion. This has been a result of the optimum use of various networks available for gathering, sharing and dissemination of drug related data on the local and international level. Moreover, Customs officers have benefitted training on 'Drugs Interdiction Techniques' both locally and abroad such as training by French Customs and the US Drug Enforcement Agency.

In order to be more effective in the combat against smuggling of illicit drugs, acquisition of a state-of-the-art tracking system such as the vessel monitoring system allows Customs officers to proactively profile and anticipate arrivals of high risk vessels for more stringent controls. MRA Customs have also procured two drones for aerial surveillance of the port area and its surroundings. Furthermore, the MRA K-9 Unit has been reinforced with additional sniffer dogs including those capable of detecting currency,

The Finance Act 2017 has now empowered MRA to detain currency where a departing passenger has in his possession undeclared amount exceeding Rs 500,000 and to impose a substantially increase penalty to discourage non declaration. Detention of the currency shall allow Customs enough time to investigate the legitimacy of such currency and refer all cases of suspected money laundering or terrorist financing to police.



Mozambique

During this period the Customs of Mozambique revenue contribution amounted around 30.02% of the state revenue collected by

Mozambique Revenue Authority.



In terms of trade facilitation, it is important to mention the simplification of clearing procedures for goods that the value does not exceed an amount of 100,000.00Mt. The clearing process is now done in an electronic environment.

Since 2017 Mozambique is processing based on the HS 2017. During the same period, the Customs of Mozambique trained about 400 customs officers in Risk Management under the Norad/OMA Project that were in impletion since 2013. 18 senior officials participated in a Workshop on Leadership Management Program offered by WCO for Mozambican Tax Authority.



Namibia

Namibia continues to attend national and regional meetings, at national level Namibia customs attended a workshop on stakeholder's engagement in the implementation of the WTO Trade Facilitation Agreement held in Windhoek.

Namibia Customs was also represented at many regional meeting and workshops such as the workshop for Customs officials who deal with wildlife crime held in Johannesburg.

The directorate has also invested in the training programme for its staff, this include a three-year programme in boarder management and Customs administration. The staffs are registered for this capacity building programmes as a requirement for the academic, mental and emotional preparation for the establishment of Namibia Revenue Authority.



Rwanda

Rwanda Electronic Single Window:

The ASYCUDA World has been implemented since February 2012 and rolled out to all Customs offices in January 2013. A number of developments from that time were done progressively to make the systems provide effective and efficient services to ultimately attain an objective of a paperless environment.

So far, all main agencies intervening into clearance process have been connected to the Single Window.

Implementation of the Electronic Cargo Tracking System: RRA has implemented ECTS to monitor Cargo destined to Rwanda and that transiting its territory. The system was officially launched on 24th March 2017

The ECTS has been improved and another component of the ECTS has been finalized which is the installation of the Closed Circuit Television (**IPCCCTV**) and Automatic Number Plate Recognition (**ANPR**)

Trade Facilitation & Negotiations: Rwanda Ratified to the TFA on 2nd February 2017 and has notified to the Implementation of Category A measures, Category B & C will be notified by end April 2018. Rwanda also got support from the WCO in November 2017 where a diagnostic study was conducted to assess the implementation status of the TFA and a few recommendations were highlighted and are being implemented.



Seychelles

The Customs Division mandate within the Seychelles Revenue Commission is to enforce Customs laws and related trade laws, collect taxes facilitate trade and protect the border.

Revenue Collection for 2017: For the fiscal year 2017, Customs Division saw a significant increase in the Excise Tax collected compared to 2016. There was an increase of SR 167.1 million or 13 percent. The increase in taxes collected above is mainly attributed to the policy decision taken for petroleum refunds not to be deducted under the tax line and for Customs duties on motor vehicles being shifted to excise tax vehicles.

Passenger Terminal: In 2017, Airport passenger terminal strengthened its border security by intensifying on random baggage search through scanners in both arrival and departure lounge. This was necessary following an increase in detection of large amounts of concealed duty free cigarettes.

Refund and Recovery Unit: The Refund and Recovery Unit of the Inland Revenue in Customs has developed the refund module. The refund procedure is now being partly processed electronically and being forwarded to account unit at Domestic Tax section for payments manually. This has decreased the time limit spent on processing refunds. However, the second phase of this implementation which will involve linking the payment system to Account section at domestic tax is yet to be done.

Introduction of Prepayment account: Customs also saw the introduction of the Prepayment Account facility provided to clearing agents and importers/exporters for facilitating clearance of goods. This is yet to be assimilated by users as few



agents have come forward to open their account.

Technical Advisor for Excise Operation: Following the TA mission in February 2017, the Excise unit has been able to implement various recommendations made by the TA to strengthen the capacity of the unit.

Accession to TFA: Seychelles is progressing in its effort toward accession of the TFA. In July 2017 Seychelles made notification on its indicative dates for ratification of category B and C of the TFA.



South Africa

A key focus of the South African Revenue Service's Customs division over the past year has been preparing for the introduction of new Customs legislation. The Customs Control Act (CCA) and Customs Duty Act (CDA), were promulgated in July 2014 and will come into force once the systems, process and policy capabilities required have been implemented. The CCA and CDA aligns to international policy and instruments such as the Revised Kyoto Convention and the WTO Agreement on Trade Facilitation in order to keep pace with global trade trends and to ensure Customs procedures are efficient, predictable and transparent.

The phased programme approach is based on delivering the three largest components of the legislation first, namely:

For the 2017/18 financial year the major achievements included the finalisation of Rules to the Act, feasibility assessments and approval of the business case for a multi-year (8 year) programme. In addition, the following key deliverables have been met:

Registration, Licensing and Accreditation (RLA): A Customs Sufficient Knowledge (CSK) assessment is a prerequisite for the licensing or accreditation of certain client types. The system was implemented in 2017 and successfully tested with trade through a pilot project. CSK ensures that trade entities have the required competence within their organisations to ensure compliance to Customs policy and procedures.

Reporting of Conveyances and Goods (RCG): The project enhances current cargo management capabilities in SARS and key features include an increase to approximately sixty new supply chain and data inputs, data matching with declarations at house level, track & trace capability, automated risk and case management. The first phase that includes reporting, goods accounting and basic

case management has been developed in 2017 and is currently in test phase prior to implementation. This system will significantly improve risk management through matching of declarations to a variety of supply chain reports and third party data; ensure that all goods are accounted for; and improve outputs of Customs inspections.



Swaziland

The dynamic environment which Customs operates in brings new challenges and opportunities, and they impact on the role of Customs. The changing role of Customs requires, professionalism in Customs, modern processes and procedures supported by digital customs.

The SRA is currently implementing the following trade facilitation initiatives

Institutionalisation of Accredited Professional Training Programme for Clearing and Forwarding agents: SRA is on the verge of institutionalising an accredited training programme for Clearing and Forwarding agents.

The project aimed at developing and continuously improving the technical proficiency of Customs Clearing and Freight forwarding Agents and other members of the Trading Community is supported by SADC through the Trade Related Facility.

Time Release Study(TRS+): A study was undertaken in February 2018 covering both Customs and the other border agencies. The objective of the project is to identify bottlenecks and/or gaps in the international supply chain and/or constraints affecting Customs release and further more to identify initiatives/activities to improve trade facilitation.

Single Window: With the support of the World Bank, Swaziland has developed a road map for implementation of the Single Window.

Business Process Re-engineering: The Objective of this project is to provide detailed Business Processes for all Border and Regulatory Agencies. Mapping of 'to-be' processes for all the agencies involved in clearance of goods across the border has been undertaken and these have been validated by the relevant agencies. This will support and enhance implementation of the Coordinated Border Management and the Single Window.

Development of national consensus on Trade Facilitation methodologies and priorities through operationalization of the National Trade Facilitation Committee: The objective of the project is to assist the Government



of Swaziland in developing a national implementation plan for the WTO TFA.

Enhancement of the Customs Risk Management

Unit: The IMF funded a study tour to the Lesotho Revenue Authority (LRA) to enhance risk management capacity within SRA customs. The team identified several best practices from the LRA. The objective of this project is to enhance the intelligence led risk management approach within the SRA.

Capacity Building for the Excise Unit: The IMF held 2 missions in support for the Excise Unit. The primary aim of the assignment is to improve excise processes based on the modern concept of excise control (systems audit and physical inspection) to enhance compliance of excise traders. Several gaps were identified. Implementation of recommendations is ongoing.

Cargo Tracking (CTS) and Border Management

System: The SRA is also exploring implementation of a CTS. One company Techno Brain, has undertaken an assessment of the environment and is in the process of finalising a proposal for presentation to the Authority. The proposed timeline is May 2018.

Implementation of a Preferred Trader

Programme: The SRA is participating in the Preferred Trader Programme (PTP) which is the component designed for fostering Customs to Business partnerships, under the WCO- SACU Connect Project which is supported by SIDA. The procedural framework for administering the national program has been established and client engagements have been undertaken as part of the validation and assessment process for purposes of accrediting those that meet the compliance criteria. Upon accreditation clients will enjoy facilitative benefits which will reduce their border dwell times and thus reduce clearance costs.



Uganda

The last one year has been abuzz with activity at Uganda Revenue Authority. Notably is the hosting of the 4th World Customs Organization (WCO)

Authorized Economic Operator (AEO) Global Conference at the beautiful Kampala Serena Hotel from 14th to 16th March 2018. Uganda was honored to host this conference which attracted over 1100 participants from over 95 countries.

The conference under the theme “Promoting Mutual Recognition of AEOs to strengthen and secure Global Trade” also discussed; how to

enhance the AEO programme through Customs to Private Sector and Customs to Customs partnerships to strengthen and secure global trade, Regional Collaboration on Trade Facilitation, Coordinated Border Management, tapping in to new technologies for AEOs, Risk Analysis and Management – the first step to achieve an AEO certification among many other topics.

The role played by One Stop Border Posts (OSBPs) was re-emphasized through the launch of the Mutukula OSBP and Busia OSBP on the Tanzania and Kenya Borders respectively. The President of Uganda with his counterparts at both instances to officially launched the OSBPs.

To further improve the process of clearing agents licensing, the application and certification process of clearing firms was fully automated. From application, to application vetting, to online competency assessments of the individual declarants, to the actual certification of the clearing companies, the entire process was fully automated. Together with the launch of performance measurement through key performance indicators of the clearing agents, we continued to improve this important sector.

We were also privileged to host the ESA Regional Steering Group meeting in November 2017. This well attended Regional meeting scrutinized the ESA Regional Strategy for 2018-2020 among other key issues discussed.

We were also privileged to launch first pilot of the passenger risk management tool; the Global Travel Assessment System in October 2017. The successful launch of the pilot version of GTAS now allows URA Customs officers to import pre-arrival data from airlines, create risk rules, and create cases for further review. Using an automated system, such as GTAS, allows Customs administrations to use passenger data in advance of flight arrival to pre-determine if there is risk potentially arriving at the border.



Zambia

The Zambia Revenue Authority, whose vision is “to be a world class organization recognized as a beacon of excellence in revenue administration”, has continued to make strides in its modernization journey. Among the key modernization initiatives for the period under review is the implementation of the Zambia Electronic Single Window Project (ZESWP), the Single Payment Point, the Electronic Cargo



Tracking System and Customs Self-Assessment.

The milestones achieved so far include connecting the Zambia Compulsory Standards Agency (ZCSA) to the risk management selectivity platform under the ZESWP, and successfully implementing a Centralized Processing Centre that gives the Agency access to all products of interest, even from border entry points where they do not have physical presence. Other Agencies on the risk management selectivity platform include, the Seed Control and Certification Institute, Department of Agri-business and Marketing, the Ministry of Finance (piloting the Electronic Voucher of Exemption), and the Zambia Metrology Agency. In order to curb transit fraud and to secure Government revenue on high risk transit goods, the Electronic Cargo Tracking System (ECTS) has gained momentum with the completion of an interface with ASYCUDA World which was completed in February 2018. This is expected to add value to the clearance process.

Other initiatives in the pipeline of pilot include the Single Payment Point, and the Customs Self-Assessment. These are aimed at enhancing tax and non-tax revenue collection by reducing the number of payment windows for various Government Agencies on products of interest, thereby reducing the clearance process. Customs Self-Assessment is a simplified clearance procedure to improve processing efficiency. It allows for an upfront payment of taxes. The application of an automated customs graduated penalty system is expected to improve voluntary compliance.

In the period under review, Zambia successfully managed to host the SADC Electronic Certificate of Origin Workshop in November 2017, and the WCO Illicit Financial Flows workshop for the region in January 2018.

These modernization initiatives, coupled with adequate staffing levels, enhanced training and capacity building, continuous interaction with other Customs administrations is expected to drive the Zambia Revenue Authority towards actualizing its vision.



Zimbabwe

In 2017, the Zimbabwe Revenue Authority continued to implement initiatives as contained in the ZIMRA Strategic Plan, which covers 2014 to 2018, and is based on the Results Based Management System.

The following are the highlights of the milestones

achieved in 2017:

Revenue Contribution to Government: The Authority surpassed its set revenue target for the year by 10.29% and increased revenue collections by 15.46% from previous year.

The Authorities revenue collections for 2017 represented 27% of GDP.

Customs to Customs Pillar: ZIMRA continued to build on synergies within the Region, and reviewed Memorandum of Understandings or Mutual Administrative Assistance Agreements with Mozambique Customs, Malawi Revenue Authority, Zambian Revenue Authority, and Namibia Customs.

Customs to Other Government Agencies Pillar: The Authority was official appointed as the lead agency at border posts by a Government pronouncement.

In pursuance of this lead role, the Authority implemented the first phase of implementation the Single Window Platform by developing and implementing a Single Payment Point within the ASYCUDA World clearance system, for the online collection of all taxes, fees, levies and other charges collected by all Government Agencies at border posts.

The Authority also successfully negotiated and signed an Agency Agreement with the Central Vehicle Registrar (CVR), which allowed for the successful implementation of the inter-connectivity between the ZIMRA ASYCUDA Clearance system and the CVR vehicle registration system in a joint bid to combat the illegal registration of motor vehicles in Zimbabwe.

Customs to Business: The Authority played a leading role in the setting up of the National Trade Facilitation Committee, which it co-chairs with the Ministry of Industry and Commerce. This NTFC has been operational and has been able to develop its terms of reference and determine the various categories of implementation of the Trade Facilitation Agreement Articles. Through the work of this committee, Zimbabwe is now preparing to ratify the Agreement this year.

Modernization Initiatives: Throughout the year, the Authority continued with its modernization agenda with various interventions that were implemented in the year:

International Engagements: The Authority successfully chaired the African Union Sub-Committee of Director Generals (AUSCDG'S) in 2017 and handed over the Chairmanship to Cameroon in November 2017.



ESA Sotho Photo Book

A collection of photos that tell Customs stories

Annual ESA 'Sotho' Photo Contest 2017



Larry Liza
Faith Mosongo
Primrose Maina

Background

The World Customs Organization, East and Southern Africa, Regional Office for Capacity Building, the **Annual ESA 'Sotho photo' Contest**. This called for Members to submit their 'best' photos to be displayed and voted for during the meeting of the region's Directors General, the Governing Council, annually. This contest was christened 'Sotho' in honour of the nation and people of Lesotho, which hosted the first photo contest in the region during Governing Council in May, 2016. We also hope that this contest will further boost our Members' submission of photos for the WCO Annual Photo Competition. The first contest, in 2016, was won by Zimbabwe, with the 2017 contest won by Kenya.

All the photos submitted form part of the 'ESA Sotho photo Book, a collection of photos that tell Customs stories'.

Editorial

We have done it again! Published the **ESA Sotho Photo Book Volume II** comprising photos submitted by our Members. We received warm words from the first photo book published and are happy to present to you our second edition. In this issue, we had 14 out of our 24 Members submit photos for the contest. We congratulate Kenya for winning the top award, and Comoros and Zimbabwe for being 1st and 2nd Runners up respectively. Other Members who submitted the photos include Angola, Botswana, Lesotho, Mauritius, Mozambique, Namibia, Rwanda, South Africa, South Sudan, Uganda and Zambia. It is our privilege to share all these wonderful photos with the Region and the world.

As you flip through the pages, see the varied representation of our region, all working together towards making our countries, our Region, and the world a better place.



World Customs Organization



**East and Southern Africa
Region**

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ANGOLA

Containerized Merchandise Scanner



Customs agents prepare the containerized merchandise scanner to inspect containers that fit the risk profile.. The scanner is very effective for the inspection and detection of undeclared merchandise and has the additional ability to detect clandestine passengers as it allows the visualization of a high definition radiographic image (X-Rays) of cargo contents, chassis and cabin. Thousands of containers arrived in the Port of Luanda, the purpose of this scanner was to improve the customs control activities in the Port of Luanda, reinforcing the fight against tax and customs evasion and fraud with minimal impact on the fluidity of goods, in this context, in 2016, 265,384 volumes were inspected and revenue was collected 151,276,061 (AKZ).



BOTSWANA

Interdicting Contrabands



The establishment of the Customs Canine Unit at the Botswana Unified Revenue Service (BURS) is a strategic objective from the 2014/15 Annual Business Plan. This initiative was undertaken as a measure towards the attainment of a Divisional objective to “Enhance Capacity to interdict contraband”. It came to light that despite measures undertaken by the Customs and Excise Division to control inward and outward movement of the goods, contrabands still found their way in and out of the country, hence a need for tighter controls. The BURS Board gave the necessary political support through approval for the Customs and Excise to establish the Canine Unit to curb the problem of non-compliance Customs & Excise Duty Act.



COMOROS

Maritime Security Brigade



For the first time in the history of the Union of the Comoros, the President of the Republic fully participated in the celebration of the International Day of the Customs. Here, President Azali Assoumani reviews the Maritime Security Brigade of the Port of Moroni, Comoros (26 January 2017 – International Customs Day).



KENYA

Elephant Ivory found Concealed



3 35 pieces of Elephant ivory found concealed inside worked timber which was stuffed into two 20 foot containers. The consignment was intercepted while in transit to Cambodia from Uganda through the port of Mombasa.



LESOTHO

Non-intrusive Inspection Technology



The picture shows the LRA non-intrusive inspection technology in action. The cargo being scanned is perishable food which for hygiene purposes is best suited to be inspected without invasive techniques.



MAURITIUS

Seizure of Heroin and Cannabis

Close collaboration between MRA Customs, Mauritius Police and SARS resulted in record seizure of 157kg of Heroin & 25kg of Cannabis at Port Louis Harbor, Mauritius in March 2017.



A joint operation led by the Directors of MRA Customs and ADSU was conducted on the 9th of March 2017. The consignment consisted of six (6) wooden boxes and each was found to contain a sand blasting pot placed inside a carton box. Close visual examination of the goods showed signs of tampering, soldering and fresh paint. All the six (6) sand blasting pots were cut opened with the use of an electric grinder and each was found to contain between 19 and 20 packets of heroin of a total weight of 135kg of heroin! Customs narcotics sniffer dogs also contributed in the detection.

Subsequent cooperation between MRA Customs and South African Revenue Service (SARS) helped in identifying two (2) additional suspicious consignments, each

comprising of two (2) sand blasting pots. On 24/03/2017, as a result of another joint examination by MRA Customs and ADSU, 20kg of Heroin were found concealed in one consignment. The following day, 25kg of cannabis and 2kg of heroin were recovered by MRA Customs upon examination of the second consignment. These remarkable seizures of a total weight of 157kg of heroin and 25kg of cannabis proved once again the effectiveness of non-intrusive inspection technology and that local, regional and international (Inter-Agency and C-2-Cooperation) networking is essential in combatting the drug scourge.

Kindly note that the photo has been presented in such a way as to not divulge the officers making the seizure for security reasons.



MOZAMBIQUE

Military Training



ustoms officers undergoing military training.



NAMIBIA

IPR Border Enforcement



Namibia continues to participate on the WCO Regional Workshop on IPR Border Enforcement and Risk Indicators for Spurious/Falsely-Labelled/Falsified/Counterfeit (SFFC) Medicines. The region is faced with challenge of counterfeiting goods, seen here are customs officers from the ESA region exchanging views on the Operation ACIM (Action against Counterfeit and Illicit Medicines). It is essential that customs administrations in the ESA region should maintain the spirit of assisting one another in combating counterfeits goods.



RWANDA

Electronic Cargo Tracking



The official commissioning of the Regional Electronic Cargo Tracking System held on 24th March 2017 by the Hon Minister for Trade, Industry and East African Affairs who officially flagged off a truck that was conveying an export consignment of coffee destined to Europe.



SOUTH AFRICA

Customs Motorbikes



The South African Customs leadership team with members of the very first Customs motorbike unit in the Durban harbour. The first Customs motorbikes (200cc Yamaha) were introduced in January 2017 in order to improve Customs visibility, provide easy access and facilitate rapid response in the massive harbour area. The motorbikes can be used in joint and special customs operations, patrols, rummage operations and gate checks in the harbour environment. SA Customs hopes to expand its motorbike footprint to other ports of entry in the country over the next few years.



SOUTH SUDAN

Best Working Environment



New Head Quarters building is to create best working environment keeping employee happy and Productive.

Construction of South Sudan Customs Service headquarters in Juba is completed and handed over the customs authority; Funded by the African Development Bank, the activity is part of support provided through the Public Finance Management and Aid Coordination Project (PFAID). The project was one of the first operations submitted to the AfDB Board to assist recovery and development efforts of South Sudan customs service. The million grant from the African Development Fund's Transition Support Facility (TSF) aims to enhance transparency and accountability in the use of public resources through training. In addition, it seeks to improve aid coordination, enhance skills transfers, and operational effectiveness of beneficiary institutions. The beneficiaries of the project are seven entities under the Ministry of Finance and Economic. The previous customs building dated back to 1927 and the structure weakened over time



UGANDA

Smuggling of Contraband Goods



Smuggling of contraband cosmetics in Uganda taking a new shape.

This pictures were taken shortly after a successful interception of banned harmful cosmetics from DRC. The contraband was concealed in plastic Jerrycans as local brew. Customs Enforcement officers have had to adopt new tactics to secure intelligence information to outsmart the ever changing and tactful smugglers of contra band cosmetics. Uganda National Bureau of Standards (UNBS) banned the importation and selling of cosmetics containing hydroquinone and mercury ingredients as part of ongoing efforts that seek to wipe substandard cosmetics on the Uganda market.



ZAMBIA

Parcel from India Intercepted



A parcel sent from India was intercepted at the ZRA counter on 16th November, 2016 by Customs Officers. It contained a bed-cover and two pillow cases wrapped in a box. Upon closer inspection, the dimensions seemed wrong and there was a hollow sound when the bottom was tapped. Upon prying open the cardboard at the bottom, a false bottom was discovered and it contained two packages wrapped in newspaper. The contraband was dark brown tablets/slabs of an unknown substance. The recipient of the parcel was detained and the Drug Enforcement Commission (DEC) was notified. The DEC officers later confirmed the substance to be hasish cake after analysis. The DEC's further investigations at the recipient's residence yielded fifty-two (52) more packets of the same nature and raw hasish with a total weight of 4.565kg. The matter is before the courts of law with two suspects appearing with regards the same.



ZIMBABWE

Sealing a Tracking device on a Truck



Zimbabwe Revenue Authority (ZIMRA) Revenue Officer, carefully seals a tracking device on a transit cargo truck. ZIMRA introduced Electronic Cargo Tracking System in 2016, which monitors transit cargo from point of entry to exit, to mitigate transit fraud and ensure that goods reach their declared destination.



Sotho Photo Contest Winners 2017



The World Customs Organization, East and Southern Africa Regional Office for Capacity Building (WCO ESA ROCB) launched the East and Southern Africa (ESA) Sotho Photo contest as an Annual Contest to be voted for at the Governing Council in the year 2016. The winner is awarded a trophy and certificate with the runners-up awarded certificates. Zimbabwe won the contest in 2016 having presented a photo showing a case of human trafficking; they opted

to keep the trophy and funded the purchase the 2017 winner's trophy. Fighting Human Trafficking – Photo submitted by the Zimbabwe Revenue Authority in the year 2016. This year, 14 Members submitted photos showcasing Member history, activities and successes in exercising mandate. Kenya's submission was overwhelmingly voted as the Photo of the Year 2017 with Comoros voted as the 1st Runner Up and Zimbabwe the 2nd Runner Up. All the photos submitted will form the

ESA Sotho Photo book 2017.

The trophy and certificate were presented by Mr. Kunio Mikuriya, the World Customs Organization Secretary General and Mr. Jed Michaletos, the Chief Officer: Customs, South Africa Revenue Services to the Winner (KENYA) which was represented by Ms. Beatrice Memo, Commissioner, Kenya School of Revenue Administration and Mrs. Agatha Munyaka, Chief Manager, Customs and Border Control Department.





East and Southern Africa
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