

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



2nd WCO ESA Regional Research Conference

Nairobi, Kenya

23rd and 24th November 2017

Host: Regional Training Center, Kenya

Venue: Kenya School of Monetary Studies, Nairobi

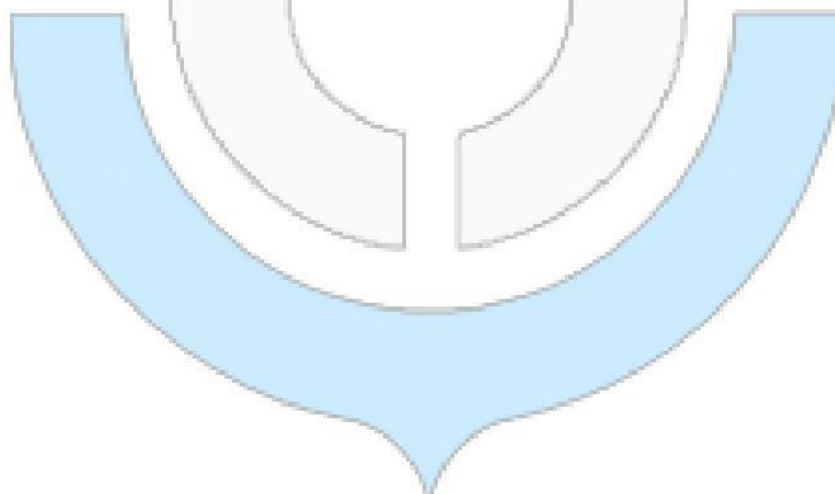
REPORT

East and Southern Africa Region

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East and Southern Africa Region

Abbreviations / Acronyms

| | |
|--------|---|
| AU | African Union |
| COMESA | Common Market for East and Southern Africa |
| CFTA | Continental Free Trade Area |
| CCF | Customs Cooperation Fund |
| EAC | East African Community |
| ESA | East and Southern Africa |
| JKUAT | Jomo Kenyatta University of Agriculture and Technology |
| KRA | Kenya Revenue Authority |
| ICMS | Integrated Customs Management System |
| ICT | Information and Communication Technology |
| PICARD | Partnerships in Customs Academic Research and Development |
| RTC | Regional Training Centre |
| RTAs | Regional Trade Agreements |
| REC's | Regional Economic Communities |
| ROCB | Regional Office for Capacity Building |
| SADC | Southern African Development Community |
| SCEA | Shippers Council of Eastern Africa |
| TFA | Trade Facilitation Agreement |
| UNCTAD | United Nations Conference on Trade and Development |
| WCO | World Customs Organization |
| WTO | World Trade Organization |

East and Southern Africa
Region

1 Background

- 1.1.1 The Governing Council of the World Customs Organization, East and Southern Africa region, established the regional research programme aiming to build institutional capacity and the body of knowledge in customs through research. The objective of the programme is to encourage research on topical themes for customs in East and Southern Africa. The programme also aims to develop a body of knowledge to guide the decision-making process concerning trade facilitation and regional economic integration in the Region.
- 1.1.2 It is also hoped that the research programme and the results from findings from the research initiatives will assist countries in sharing experiences, ideas, knowledge, and information on new innovations to improve Customs operations while creating new inventions to continue modernizing customs to ease facilitation of trade in East and Southern Africa. The envisaged output from this process will always be the publication of an e-book consisting of a consolidation of papers presented during the conference.
- 1.1.3 A Regional Research Panel was established by the ROCB for the overall coordination of the conference. The Panel comprises representatives from the ROCB, WCO Research Unit, RTCs, Experts (including from academia), and other stakeholders.

2 Introduction and Opening Remarks

- 2.1.1 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.
- 2.1.2 The theme of the conference was “Impacts and Implication of the Trade Facilitation Agreement and the WCO Mercator Programme to the ESA region” and covered 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.

- 2.1.3 This conference was made possible by the support of CCF Korea and RTC Kenya.
- 2.1.4 **The head, RTC Kenya, Ms. Beatrice Memo, also representing the Commissioner General KRA, Mr. John Njiraini,** welcomed the delegates to Kenya and to the conference. She 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 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. She welcomed delegates to brainstorm on issues of border protection and facilitation of trade within the borders, stressing the need to open borders in recognition of customs as a "global village." She also stressed the importance of intraregional trade and called on key stakeholders to promote trade within Africa and find a solution for the African market challenges.
- 2.1.5 Ms. Memo announced that the Kenya Revenue Authority is implementing its sixth corporate plan, whose theme is "Building Trust through Facilitation So As to Enhance Tax Compliance." Among the many measures put into place to achieve this were the Integrated Customs Management System (ICMS), a robust intelligent system that consolidates all customs cargo clearance processes to one point of access to improve customer experiences. Together with other partner states, Kenya also recently launched a Regional Electronic Cargo Tracking System (RECTS) to ease the movement of cargo between our borders and further connect and unite Kenya, Uganda, and Rwanda. She thanked the ROCB for the good work it has done to ensure development in the Region and reiterated that RTC Kenya will continue to support the ROCB in this endeavor. She finally wished the delegates fruitful deliberations and declared the conference officially open.

Annex 1: Speech of the Commissioner General of Kenya Revenue Authority and Head of RTC Kenya at the opening of the 2nd ESA Research Conference

- 2.1.6 **The Director of the ROCB, Mr. Larry Liza,** provided a history of the ESA Research Programme, highlighting that it was a Decision of the WCO Governing Council to establish a programme aimed at building capacity in customs knowledge within the Region. He acknowledged the support of various stakeholders, particularly the WCO, among other key stakeholders and partners. He thanked RTC Kenya for hosting the conference and noted that the number of participants in the 2nd Regional Research conference had tripled those of the first conference. He also recognized and thanked CCF Korea for sponsoring the conference.
- 2.1.7 The director also decried the low levels of intraregional trade in Africa and urged members to work toward improving these levels. He hoped that the conference would

come up with solutions to the challenges affecting intraregional trade, including sharing and implementation of best practices.

- 2.1.8 **Mr. Kwanseon Cho, of the Customs Cooperation Fund (CCF) Korea, at the WCO and representing the Commissioner of Customs, Korea**, congratulated the Region for holding the second conference and ensuring continuity of the ESA Research Programme. He pointed out that Korea, through CCF Korea, has over the years continued to support the ESA Region especially in the customs reform and modernization process, and reiterated their continued commitment to support capacity-building activities in the Region. He also stressed that TFA, which came into force on February 22, 2017, presented an opportunity to introduce international standards to lower trade barriers and promote trade around the world and hoped that such efforts will contribute to the development of the Region. Finally, he thanked the ROCB and RTC Kenya for the successful preparation of the conference and wished the delegates a successful conference.
- 2.1.9 **Mr. Thomas Cantens, Head of Research Unit World Customs Organization**, expressed his gratitude to RTC Kenya and the ROCB for inviting the WCO to the conference. He noted the dynamism of research in the ESA Region and pointed out that it received a high level of political support, thus ensuring its success. He reassured the Region of continuous support from the WCO toward ensuring that the Research Programme continues to grow and provide solutions to challenges being experienced nationally, regionally, and globally.
- 2.1.10 **Mr. Michael Mc. Ginley, representing the Australian High Commission**, thanked RTC Kenya and ROCB for the invitation to attend the ESA Regional Conference and that Australia was looking forward to a continued partnership with the WCO ESA ROCB and Kenya Revenue Authority. He commended the Region for its measures to support trade facilitation such as the Single Window. He highlighted the centrality of trade regional integration and the importance of implementing the TFA in boosting trade in Africa.
- 2.1.11 **Mrs. Mercy Njuguna Ag. Commissioner of Customs and Border Control, representing the Commissioner of Customs and Border Control, KRA**, welcomed the delegates to Nairobi and expressed gratitude to RTC Kenya for hosting the conference and thanked the ROCB and CCF Korea for ensuring its success. She informed the delegates that Kenya has hosted the ROCB since its inception and recently relocated the office to a newer, modern building and reiterated Kenya's commitment to support the office and the Director. She pointed out that Kenya was among the first countries to ratify the TFA and has put various measures in place to ensure its successful implementation, aiming to ensure ease of doing business both nationally and regionally. Finally, she wished the delegates an enjoyable and pleasant stay in Nairobi.

3 Programme of the Conference

- 3.1.1** The programme of the conference included two panel discussions on trade facilitation challenges in Africa and accelerating regional development through cross border trade and e-commerce, keynote speeches, and various presentations on the 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 as well as a presentation of awards to the finalists of the 2nd WCO ESA Research Conference.

Annex 2: Programme of 2nd ESA Research Conference

4 Keynote Address 1: Accelerating Regional Development through Cross Border Trade Facilitation, Dr. Mukhisa Kituyi, Secretary General, United Nations Conference on Trade and Development (UNCTAD).

- 4.1.1** 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). 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.
- 4.1.2** He highlighted; the critical role played by data analysis in effective management of administrations, stressing the importance of the interface between big data and analytics in effective data analysis. He pointed out that higher growth in service provision is growing much faster than the exchange of goods in the marketplace and mentioned the role of cross-border trade as an enabler of regional integration and e-commerce.
- 4.1.3** He stated that e-commerce is growing at a 4%-5% rate to GDP with an urgent need to tackle challenges presented by e-commerce and cross-border trade, such as lack of trust among stakeholders. For example, Mexico has addressed this challenge through establishing an electronic platform that resolves disputes of electronic trade; on this platform buyers are able to either get the items bought replaced if they are not satisfied or get a refund of their money.
- 4.1.4** The delegates were informed of the equal importance of building synergies, legislative frameworks, consideration of local development, skills development, and having laws that make things easier in order to enhance electronic trade. Stakeholder engagement also remains key in promoting cross-border trade, establishing and addressing the challenges of traders, and building capacity among traders in order to facilitate trade. He

cited the case of the EAC, which shares common laws governing customs, as a successful example of regional integration. He noted that political will is a critical factor in regional integration without which efforts toward integration will be futile. He also highlighted the important role of Regional Economic Communities such as COMESA, SADC, SACU, and EAC in regional integration.

- 4.1.5 It was noted that a combination of political will, commitment from leaders, harmonization of Customs laws and regulations, automation, revamping the Customs Reform and Modernization Programme, and introducing systems such as the Single Window are important in regional integration as well as trade facilitation. He also pointed out the importance of automation in trade facilitation and curbing revenue leakage.

5 Keynote Address 2: Exploring Regional Efforts toward Mitigating Trade Facilitation Challenges in ESA, Mr. Erastus Mwencha, the Immediate Former Deputy and Chairperson of the Africa Union Commission

- 5.1.1 The keynote address was delivered by **Mr. Erastus Mwencha, the Immediate Former Deputy Chairperson, Africa Union Commission**. In his address, Mr. Mwencha pointed out various issues affecting global trade. He stressed the importance of minimizing costs of doing business and informed the delegates that when costs of doing business are reduced, you gain market share. He noted that it is no longer tariffs that are barriers to trade; the key challenge to boosting trade comes from non-tariff barriers.
- 5.1.2 He highlighted various objectives of trade facilitation, including minimizing cost, market access, optimization of production resource allocation, economic expansion, improved consumer welfare, and simplification and harmonization of rules and procedures. He further informed the delegates about existing trade facilitation institutional frameworks and various global trends and practices in trade.
- 5.1.3 He pointed out the various trade facilitation elements in Regional Trade Agreements, including exchange of customs-related information, cooperation in customs and other trade facilitation matters, simplification of formalities and procedures, publication and availability of information, and appeals and harmonization of regulations and formalities. He further informed the meeting that ESA had put in place various measures to support trade facilitation, which included one-stop common border posts, harmonized standards, transit corridor development, harmonized valuation systems, and moving toward CFTA. He urged delegates to lobby their administrations to work toward implementing the TFA to ensure that the Region benefits from this initiative.

Annex 3: Keynote Address by Erastus Mwencha

6 Panel Discussions

6.1 Panel Discussion 1: Trade Facilitation Challenges in Africa

Introduction

The moderator, **Dr. Dennis Ndonga**, introduced members of the panel who included KRA (**Ebby Khaguli and Pamella Ahago**), WCO (**Thomas Cantens**), World Bank (**Akinyi Gikonyo**), SCEA (**Agayo Ogambi**), and African Development Bank (**Patrick Kanyimbo**). He briefly introduced the topic and noted that TFA had recently entered into force and that efforts were being made by contracting member states to ensure its implementation.

Discussions

It was noted that there is very limited information on the TFA, and it was therefore recommended that trade information should be made available through publications, websites, and other forms of media. Structures should be put in place to promote trade. It was pointed out that trade facilitation includes facilitating all stakeholders and is not limited to customs. The importance of reducing the cost of doing business in order to ensure that goods and services are affordable was highlighted.

Challenges of implementing the TFA in Africa were mentioned, stressing that in order for the agreement to be implemented, it has to receive political support and overcome insecurity, management changes, lack of supporting laws and regulations, lack of awareness among stakeholders, lack of proper coordination of the implementation process, poor management of the NCTFs, and lack of resources to implement the TFA.

The Region was urged to seek funding from donors to support the implementation process. It was further pointed out that such funding proposals needed to be created professionally. The needs to be addressed and the importance of implementing specific measures to attract funding were pointed out.

The panelists further pointed out the important role that customs plays in trade facilitation and reiterated that they should play a major role in the NCTFs to offer guidance to other stakeholders. Customs should also be charged with ensuring that the NCTFs are functional and effective, given that they are more familiar with various initiatives and measures in place to ensure the successful implementation of the TFA.

6.2 Panel Discussion 2: Accelerating Regional Development through Cross-Border Trade and E-Commerce

Introduction

The moderator, **Mr. Thomas Cantens**, introduced members of the panel, including the Kenya National Chamber of Commerce and Industry (**James Mureu**), KRA (**Constantine Kandie**), and the African Union (**Dhunraj Kasse**). He briefly introduced the topic and pointed out the importance of e-commerce in promoting trade in the Region. He posed various questions to the panelists, which he hoped could be addressed during the panel discussions. The questions included: How does insecurity affect trade? What is the role of the private sector in promoting trade facilitation? How is the Region coping with challenges of implementing the TFA and insecurity? What is being done to support the development of informal traders? How does the Region take advantage of the dynamism of informal and cross-border traders to increase trade in the Region? How can African economic traders benefit from e-commerce? How does the AU support e-commerce?

Discussions

It was pointed out that cross-border trade is an informal sector with no structure; however, it carries a lot of numbers and thus is very important in the development of the Region. However, the informality of their trade poses a challenge. For example, it's very hard to tax them. These challenges need to be addressed through cooperation of all stakeholders in the industry and by finding ways to engage traders.

The importance of data was also highlighted. Without data, it's almost impossible to measure the contribution of cross-border traders as well as other informal traders to the economy. The Region has not addressed this challenge and needs to put more effort into promoting intraregional trade. The importance of CFTA in promoting intraregional trade was also pointed out during the discussions

The delegates were informed that Kenya had established a Kenya commodities exchange programme to deal with both informal and cross-border trade, especially in the agricultural sector. The aim of this programme is to facilitate informal traders and make it possible to actually trace the trade data in these sectors and allow proper taxation. Various government bodies are involved in this project, and it's closely monitored to ensure its success. Apart from proper taxation of this sector, the project also aims to create more job opportunities in the country.

Various benefits of e-commerce were also discussed, including saving transaction time, increasing credit opportunities with banks, creating job opportunities, reducing informal trade since it's easy to access data generated from e-commerce.

The delegates were further informed that the AU is committed to boosting intraregional trade and has put various measures in place to support that endeavor. The AU has endorsed the establishment of the CFTA, aimed at promoting intraregional trade. The importance of sensitization of the Region on CFTA was stressed in order to bring members on board. Various negotiations are ongoing in the AU in regard to various annexes aimed at improving trade facilitation in the Region. One such annex is TFA.

The AU has carried out a situation analysis aimed at finding out what challenges were being experienced by members in the implementation of the TFA. These findings were consolidated and shared with the Region. The AU is committed to supporting members in addressing these challenges. The AU also pointed out that they are working closely with the ROCB in carrying out various capacity-building activities in the Region.

7 Presentations of Research Papers

7.1 Securing Our Borders: The Measures Implemented by the Mauritian Customs to Bolster Border Security

***Researchers: Dulmeer Sameer and Auckburally Mohammad
Imteaz Mauritius Revenue Authority***

- 7.1.1 The researcher highlighted various measures implemented by Mauritius Revenue Authority, some of which include;
- 7.1.2 The Stop Drug Platform, launched at the end of 2016, is an electronic platform on which the public may share relevant information on drug trafficking in total anonymity. Information is kept confidential and analyzed by a dedicated team at MRA Customs.
- 7.1.3 X-Ray Scanning: Containers have become the lifeblood of global trade. Mauritius handles 300,000–400,000 containers per year. The WCO SAFE Framework of Standards recommends that Customs use non-intrusive detection equipment. Since 2006, two Nuctech X-ray container scanners have been fully operational in the port and airport. In 2008–2009, four additional scanners were added to the passenger Arrival Hall, courier hub, parcel post office and ferry terminal.
- 7.1.4 Sniffer Dogs (K9) Unit: In 2004, with the assistance of French Customs, a drug detector dog unit (K9 Unit) was introduced. In 2010, three additional dogs were acquired from South Africa. Almost 80% of all drugs and narcotics seized were from the assistance of the K9 Unit.
- 7.1.5 The nCEN Platform: In 2000, the WCO developed the Customs Enforcement Network (CEN). In 2012, the MRA Customs implemented the National Customs Enforcement Network (nCEN) platform. Mauritius has been the pioneer country in the ESA region to adopt the nCEN.

- 7.1.6 Risk Management Section: In 2009, the MRA created the Risk Management Section (RMS), which analyzes feedback from all MRA sections and gathers intelligence from third parties. Posts on intranet intelligence bulletins, alerts, and wrong classifications reports are for the benefit of all Customs officers, especially those at the cargo examination areas.

Annex 4: Presentation on the measures implemented by the Mauritian Customs to bolster border security

7.2 Combating Revenue Fraud in WCO ESA: a Mirror Analysis through the Lens of Malawi Customs

Researcher: Frank Kalizinje

Malawi Revenue Authority

- 7.2.1 The researcher highlighted that the role of Customs is quickly expanding; historically, revenue collection has been key, while other functions such as Trade Facilitation and securing the supply chain are becoming more important. Revenue collection remains crucial to the least developed countries such as Malawi, and thus the need to be sustained.
- 7.2.2 He pointed out that Customs boasts huge chunks of data generated daily at the borders, but it is largely underutilized. This data can be turned into insight and value as well as detect fraud at the least cost, which can be done through Mirror Analysis. Mirror Analysis involves comparing import data of Country A and the corresponding exports from Country B by one or more countries, and vice versa.
- 7.2.3 He noted that his study followed Cantens (2015), Raballand et al. (2012), and Chalendar et al. (2016) where Mirror Analysis was used to detect revenue fraud.
- 7.2.4 He gave a summary of his findings and highlighted the various policy implications of his study. Most importantly, he noted that the study shows that Customs can detect and classify fraud and greatly improve risk management at minimum cost.

Annex 5: Presentation on combating revenue fraud in WCO ESA: A Mirror Analysis through the Lens of Malawi Customs

7.3 The Dwindling of Customs Revenue Collection by Intra-Regional Trade Liberalization. Is There Any Possible Way Out of Developing the Least Developed Countries? Case Study of Malawi

Researcher: Murendere Mathew Chabonda

Malawi Revenue Authority

- 7.3.1 The researcher introduced his topic of study and pointed out that trade liberalization is the removal or reduction of restrictions or barriers on the free exchange of goods between nations (e.g., removal or reduction of tariff obstacles such as duties and surcharges, and non-tariff obstacles such as licensing rules, quotas, and other

requirements). He noted that many Developing Countries' (DCs) and Least Developed Countries' (LDCs) import duties and related taxes represent a significant proportion of the national revenue.

- 7.3.2 He pointed out that the current global trend shows that there is a paradigm shift in the traditional role of customs of revenue collection to diversified activities that focus more on trade facilitation, global free trade, and border security, even among the DCs and LDCs (SACU, 2012).
- 7.3.3 The delegates were informed that from 2012 to 2014, Malawi lost approximately \$11,722,793.09 US (computed from MRA'S Customs ASYCUDA++ System) of trade taxes through bilateral and regional trade agreements, and this constituted the problem statement of his study. The objective of the study was to investigate the possible alternatives of revenue growth, which will cover the foregone customs taxes as a result of trade liberalization.
- 7.3.4 He pointed out that in order to effectively gain from the trade liberalization agreements, his study proposes that Malawi needs to develop growth for exports that will specifically be traded across the regional member countries. This will enable striking a trade balance and reciprocal gains from the trade partnership.

Annex 6: The Presentation on the Dwindling of Customs Revenue Collection by Intra-Regional Trade Liberalization; Is There a Possible Way Out for Developing and Least Developed Countries? Case Study of Malawi

7.4 Regional Integration: Addressing Levels of Intraregional Trade in Eastern and Southern Africa

***Researcher: Sendra Chihaka
Zimbabwe Revenue Authority***

- 7.4.1 The Researcher introduced her topic of study and pointed out that intra-regional trade levels within ESA trading blocs remain low despite various initiatives taken by the regional trading blocs SADC, COMESA, and EAC to promote intra-regional trade. Intra-African trade averages 10%-12% compared to other parts of the world (e.g., 40% for the intra-association of South East Asian Nations (ASEAN) trade).
- 7.4.2 She informed the meeting that RTAs in ESA are mostly made up of countries geographically near each other, yet trade is still low, thus to some extent defying the Gravity Model. According to the Gravity Model, countries sharing borders are most likely to trade more with each other; therefore, intra-regional trade in ESA is expected to be high, but that is not the case.
- 7.4.3 Delegates were informed that this study will be of paramount importance to policy makers, especially as it comes soon after the coming into force of the World Trade

Organization Trade Facilitation Agreement whose measures will play a pivotal role in promoting regional integration.

- 7.4.4 In conclusion, she noted that initiatives to boost intra-regional trade have not yielded the desired results of increasing intra-regional trade as a result There is a need to rethink Africa's development and practice regional economic patriotism in order to boost intra-regional trade in Africa in general and ESA in particular.

Annex 7: Presentation on Regional Integration: Addressing Levels of Intra-regional Trade In East and Southern Africa

7.5 Impact of Regional Integration on Intra-Regional Trade in the East African Community

Researchers: Julius Kugonza and Ronald Nsubuga Uganda Revenue Authority

- 7.5.1 The researchers introduced their topic of study and noted that the idea of political and economic integration in East Africa began in 1927 with Uganda, Kenya, and Tanzania. The East African community was created in 1967. However ideological differences and personality problems between the leaders led to its collapse in 1977. A Protocol for the Establishment of the East African Community Customs Union was signed by the three East African heads of state on March 2, 2004, in Arusha, Tanzania.
- 7.5.2 The delegates were informed that the Customs Union has been in force since 2005 as defined in Article 75 of the Treaty for the Establishment of the EAC. Partner States agreed among themselves on a common external tariff (CET), EAC Rules of Origin, and with the provisions of the Protocol with a major goal of stimulating intra-regional trade and spurring economic development among the partner states. However, intra-EAC trade remains extremely low compared to other blocs between 2000 and 2016. For example, in 2016, EAC intra-trade accounted for only 11.47% of the total trade, which compares very poorly with other regional economic blocs such as the Asia Pacific Economic Cooperation, the European Union, and the North American Free Trade Agreement, where intra-regional trade accounted for 69.87%, 61.73%, and 45.99% of total trade, respectively, in 2016.
- 7.5.3 From the study, it was recommended that in order for the EAC region to enhance intra-regional trade within EAC, the member states should prioritize reducing non-trade barriers. To achieve this, the EAC member countries should increase their commitment to the EAC regional integration by aligning their diplomatic, trade, and economic policies toward an enabling environment for EAC integration.

Annex 8: Presentation on the Impact of Regional Integration on Intra-Regional Trade in the East African Community

7.6 The Impact of the WTO Trade Facilitation Agreement on Trade Openness: Evidence from Eastern and Southern African Countries from 2005 to 2016

Researcher: Mr. Risal Beeharry

Mauritius Revenue Authority

- 7.6.1 The researcher gave a brief history of Trade Facilitation. He pointed out that the research objective of his study was to assess the impact of Trade Facilitation (TF) measures on trade openness on nine African countries from 2005–2016; namely, Comoros, Kenya, Madagascar, Malawi, Mauritius, Mozambique, South Africa, Tanzania, and Zambia.
- 7.6.2 The delegates were informed about various benefits of Trade Facilitation, which included harmonization and simplification of laws and procedures; enhancing trade flows; reducing levels of human and material input; fostering human development; increasing economic activity, which leads to employment opportunities, education, health, technology transfer and income growth; and reduction of poverty.
- 7.6.3 Challenges of implementing Trade Facilitation include a multitude of non-tariff measures that negatively impact the cost and ease of doing business on the continent and inefficient border procedures causing a large reduction in revenues. Africa is still widely recognized as the place where importers and exporters face far greater obstacles in trade than in any other region of the world.
- 7.6.4 Using the World Bank's LPI as the main proxy for trade facilitation, the study found that Trade Facilitation has a positive and significant effect on trade flows for the nine African countries.

Annex 9: Presentation on the Impact of the WTO Trade Facilitation Agreement on Trade Openness: Evidence from Eastern and Southern African Countries from 2005 to 2016

7.7 Securing and facilitating trade in Eastern and Southern Africa

Researcher: Ferdinand Everest Ntuli

Fort Hare University- Zimbabwe

- 7.7.1 The researcher pointed out that in the face of increased global trade, there is a need to ensure robust controlled trade. Facilitation of trade in the absence of regulation may result in the following negative outcomes: an influx of illegal immigrants, human trafficking, cross-border terrorist activities, smuggling of narcotics and weapons, undervaluations, false declarations, and corrupt practices by customs officials.
- 7.7.2 The delegates were further informed about the evolving role of the customs administration (revenue collection, protection of domestic industries, social protection, trade facilitation, supply chain security). It was stressed that there is a need to strike a balance between regulating and expediting trade. Customs is charged with the overwhelming work of effecting controls on behalf of other government departments,

implementing a risk-managed approach, fostering good relations with industry and enhancing information management.

- 7.7.3 The shortcomings of measures of trade security and facilitation were also highlighted, including limitations of risk committees, challenges of non-intrusive inspections, difficulties of managing transit cargo, the divide between customs and industry, a lack of capacity to utilize information and share under CBM, SW, and OSBPs, and corruption as a hindrance to trade facilitation and security.

Annex 10: Presentation on Securing and Facilitating Trade in Eastern and Southern Africa

7.8 The Impact of Authorized Economic Operator Accreditation on Trade Facilitation: the Case of Uganda

Researchers: Dr. Geoffrey Okoboi and Michael Kyanzi

Uganda Revenue Authority

Electricity Regulatory Authority- Uganda

- 7.8.1 The researcher pointed out that accreditation is voluntary and free and takes a minimum of two months. There are six steps to the accreditation process: expression of interest to the URA Commissioner of Customs; preliminary consultation with a customs AEO team; filling out forms (with supporting documents); vetting of eligibility of the applicant; on-site inspection of applicant's premises; and authorization/approval of the entity as an AEO by the URA.
- 7.8.2 The delegates were informed that there are more than 4,000 firms in Uganda's international trade space, but between 2012 and 2016, only 28 firms were accredited. It was noted that there is scant literature on the impact of AEO accreditation and mixed results.
- 7.8.3 It was further pointed out that the specific objectives were to assess the impact of AEO accreditation on clearance time as a measure of trade facilitation, to assess the impact of AEO accreditation on a firm's trade volume, and to assess the impact of AEO accreditation on a firm's customs taxes paid.
- 7.8.4 It was noted that URA AEO accredited firms are reaping benefits that come with expedited cargo release and exponential growth in trade volumes. The quantum of taxes paid to the government by AEO accredited firms is significantly higher than non-AEO peer firms, and the AEO accreditation program in Uganda has been a success.

Annex 11: Presentation on the Impact of Authorized Economic Operator Accreditation on Trade Facilitation: the Case of Uganda

7.9 Leadership and Change Management Tools Required to Successfully Implement Border Agency Cooperation (Article 8) of the WTO Trade Facilitation Agreements in Eastern and Southern Africa

Researcher: Dhunraj Kasse

Africa Union Commission

- 7.9.1 The Researcher highlighted Article 8 of the WTO Trade Facilitation Agreement, which states that each member shall ensure that its authorities and agencies responsible for border controls and procedures are dealing with the importation, exportation, and transit of goods and are cooperating with one another and coordinating their activities in order to facilitate trade.
- 7.9.2 Each Member shall, to the extent possible and practicable, cooperate on mutually agreed terms with other Members with whom it shares a common border with a view to facilitate cross-border trade. Such cooperation and coordination may include alignment of working days and hours, alignment of procedures and formalities, development and sharing of common facilities, joint controls, and the establishment of a one-stop border post control.
- 7.9.3 It was noted that Article 8 remains one of the least notified measures in Category A for LDCs and DCs within Africa and the most notified measure in Category C for LDCs.
- 7.9.4 The delegates were informed that Article 8 in Border Agency Cooperation will need a holistic approach. Its implementation will require interventions beyond hard and soft infrastructure, and there is a pressing need to tackle issues involving political will, commitment, human behavior, attitudes, and mindset.

Annex 12: Presentation on Leadership and Change Management Tools Required to Successfully Implement Border Agency Cooperation (Article 8) of the WTO Trade Facilitation Agreement in Eastern and Southern Africa

7.10 Best practices in Digital Customs in East and Southern Africa: A Case Study of the Mauritius Revenue Authority Customs

Researchers: Ms. Anandee Sonnage and Ms. Késhika Quédou

- 7.10.1 The researchers informed the meeting that digital customs plays an integral part in the fast-changing customs environment. They defined digital customs as simply moving from paper-based processes to paperless processes and highlighted challenges of manual paper-based processes that included time wastage, lack of sufficient storage areas, and increased cases of corruption due to face-to-face interactions.
- 7.10.2 The delegates were informed about the various organizations driving the Digital Customs agenda globally. They included the World Customs Organization, the World Bank, the World Trade Organization, the United Nations, the Conference on Trade and Development (UNCTAD), the International Monetary Fund (IMF), and others. The

Mauritius Reforms and Modernization Department is charged with driving the Digital Customs agenda in Mauritius.

- 7.10.3 Various challenges that face the implementation of digital customs were highlighted, including facilitation of trade without weakening Customs Control. Several initiatives are running concurrently: inadequate awareness and education to stakeholders regarding the use of the implemented systems as well as resistance to reforms by some staff and stakeholders due to lack of IT knowledge.

Annex 13: Best Practices in Digital Customs in East and Southern Africa: A Case Study of the Mauritius Revenue Authority Customs

7.11 Digital Customs: The Successful Experience of the Mauritian Customs

Researchers: Dookhee Nageeb and Dulmeer Sameer

Mauritius Revenue Authority

- 7.11.1 The researchers informed the delegates that in 1994, upon the recommendation of the World Bank and the strong political will of the government to promote e-governance and facilitate the existing trade documentation process, the government made the decision to implement a Trade Net (TN) System (Customs SW) modeled on the successful implementation of the Singapore Trade Net System. In conjunction with the TN System, it was also decided to develop a Customs Management System (CMS) for the processing of customs declarations.
- 7.11.2 It was pointed out that the Mauritius Network Services (MNS) was set up to design, develop, and maintain the TN System and also develop the CMS. The E-Customs project, which was implemented on January 1, 2012, enables the submission of electronic declarations together with scanned copies of the requisite documents. However, the law requires the importer/declarant to keep a copy of those documents for a certain period of time, and they can be produced on demand by Customs.
- 7.11.3 It was noted that Mauritius was ranked 25th out of 190 countries by the World Bank's Doing Business Report 2018. Mauritius made trading across borders easier by improving the Cargo Community System, introducing advanced electronic document submission and updating the risk-based inspection system.
- 7.11.4 Going forward, the researchers recommended that a Regional/Global Single Window, which emphasizes nation-to-nation (N2N) exchanges of trade information, be developed, a data warehouse and data mining tool to better assist the officers in their tasks be established, tracking of the challenges posed by the "dark net" be done, as well as keeping track of the latest advances in technology such as nanotechnology, artificial intelligence, and robotics.

Annex 14: Digital Customs: The Successful Experience of the Mauritian Customs

8 The Challenges Encountered during the Research Process in

Africa Presenter: Dr. Nellie Dhaera

Zimbabwe Revenue Authority

- 8.1 The presenter highlighted various challenges faced by researchers in Africa, including a lack of resources (time and funds to carry out the researcher), failure to keep appointments by the respondents, a reluctance of decision-makers to share information, and confidentiality clauses that make it difficult to obtain information.
- 8.2 Pressure of work has also affected research in the region. Researchers lack time to do research due to work pressure and targets. Lack of commitment from the supervisors was also highlighted, as well as a lack of relevant literature, especially in Customs. Thus, researchers lack a theoretical framework on which to base their research.
- 8.3 The presenter also informed the delegates that researchers lacked motivation to do research. Another challenge pointed out was poor response to questionnaires or lack of cooperation from the respondents. Poor data sampling is also compromising the quality of research in Africa.

9 Tips for Current and Future Customs

Researchers Dr. Denis Ndonga

Murdoch University, Australia

- 9.1.1 The presenter highlighted various tips for current and future customs researchers and pointed out that Customs officers have the primary resource to do successful research since they have access to information on customs and handle the Customs processes on a daily basis. That makes Customs officers the best-placed people to do research in Customs.
- 9.1.2 The delegates were also encouraged to network with people from other sectors in order to ease the burden of information collection. It was pointed out that a wider range of information results in quality research.
- 9.1.3 Researchers were urged to pick a topic that is current and avoid irrelevant topics or areas that have already been bypassed due to time. It was pointed out that in order to do an academic research; every researcher needs a problem statement. What does your study aim to achieve or what solutions does it present for the challenges being faced in various industries?
- 9.1.4 The importance of the style of writing was also highlighted. The research has to be objective, precise, concise, and well referenced. The researcher has to be critical in his or her analysis and be open to challenging the information that is available on a particular topic. Methodology was stressed as a critical factor in a successful research. Without using proper methods during research, the researcher is very unlikely to get proper results that will be used to come up with useful recommendations

10 Special Presentations from Kenya

10.1 TRS as a Measure of Supply Chain Performance: The Successful Experience through the Lens of Kenya Customs

Presenters: James Ndege and Peter Kerage

Kenya Revenue Authority

- 10.1.1 The researchers introduced the topic and noted that the WCO Time Release Study (TRS) is a unique tool and method used to measure the actual performance of Customs activities as they directly relate to trade facilitation at the border. It relates to imports, exports, and in-transit movements. It measures standard processing times linked to operational procedures carried out by Customs and other regulatory actors to determine efficiency.
- 10.1.2 The delegates were informed that Kenya was the first country in Africa to use TRS and has used it in its entirety to measure performance, serving the department on various occasions by evaluating customs release activities for persons and commodities at land, air, and sea ports. The TRS provided Kenya with practical data in terms of clearance times, leading to strategic policy decisions geared at even greater efficiency by implementing modernization initiatives.
- 10.1.3 Various benefits of using TRS were highlighted, including trade facilitation; reduction of supply chain time from arrival to releasing cargo; reduction of transaction costs for businesses; promotion of investment in a broader manner; contribution to economic development of countries; and prosperity, simplification, and harmonization of customs procedures, which lead to the automation of Customs processes and measures to improve compliance or enforcement.

Annex 15: TRS as a Measure of Supply Chain Performance: The Successful Experience through the Lens of Kenya Customs

10.2 Impact of Pre-Export Verification of Conformity (PVoC) on Trade Revenue in Kenya

Presenter: Bernard Kirui

Kenya Revenue Authority

- 10.2.1 The Researcher informed the delegates that the PVoC programme is a conformity assessment and verification procedure implemented with an effective date of December 1, 2015, by KRA and KEBS. PVoC seeks to ensure quality, health, and safety of products imported into the country. The programme is expected to curb undervaluation, concealment of imports, and improve quality and revenue yield per import unit. A certificate of conformity (CoC) is required for all consignments. The COC is obtained from these authorized agents: Messrs Bureau Veritas, China Certification and Inspection Group, Intertek International, and Société Générale de Surveillance (SGS). Specific consignments may be allowed to undergo destination inspections after appropriate

application but are subject to a surcharge of 15% of the CIF value and a bond above the testing and inspection costs.

10.2.2 The delegates were informed that to understand the challenges facing PVOC operations, a descriptive research design was used. The design involved an online survey targeting 24 PVOC unit officers. The gravity model was also used to gauge the impact of the PVoC on revenue and trade values. The gravity model has been applied widely, and the World Trade Organization (WTO) and the United Nations Conference on Trade and Development (UNCTAD) have issued guides to its use in analyzing trade policy.

10.2.3 The study resulted in various recommendations such as facilitating officers with advanced verification tools (non-intrusive technology, scanners), printers, cameras, transportation, and office space to effectively enforce a 100% inspection of sampled containers and consolidated cargo.

Annex 16: Presentation on impact of Pre-Export Verification of Conformity (PVoC) on Trade Revenue in Kenya

11 Special Presentations by Botswana

11.1 Data Analysis: Botswana Unified Revenue Services (BURS)

11.1.1 The delegates were informed that BURS has various data sources such as declarations created by customs clearing agents and traders using the Customs Management System as well as data from other government agencies (OGAs).

11.1.2 It was noted that manual data are difficult to analyze, and thus there is a need to implement the Customs Reform and Modernization programme and ensure that Administrations move toward a paperless system. It was pointed out that the Implementation of the National Single Window will bring together OGAs and link them to Customs, which will result in more data from OGAs.

11.1.3 It was further pointed out that data sent to Statistics Botswana is analyzed and published for public consumption. Customs also does its own data analysis for various reasons such as risk management, misclassification, undervaluation, decision-making, and so forth. Customs extracts the data using Structured Query Language (SQL).

11.1.4 It was also noted that data analysis is done using MS Excel and Access. The data analyzed by Customs are not for public use, and Customs is not currently analyzing data from open sources such as UNCOMTRADE. The meeting was also informed that due to a lack of advanced data analytics systems, Big Data is also not available and hence not analyzed.

12 Special Presentations by South Africa

12.1 Data Administration: South African Revenue Services (SARS)

- 12.1.1 The delegates noted that there are four central data hubs, including branch, clearing agents, ports of entry, and others. The importance of scanning data to minimize errors, document verification to prevent under declaration and misclassification, fast trade facilitation through the use of the green channel, and minimization of corruption through central control of processes was pointed out.
- 12.1.2 It was also noted that while carrying out data analysis, SARS considered various aspects such as trade balance, monitoring (dumping and industry protection), policy (trade agreements), revenue estimation, academic research, operational strategy (building capacity among staff and putting various measures and infrastructure in place to facilitate trade), and risk analysis.
- 12.1.3 The delegates were further informed that there are various aspects to be considered while carrying out risk analysis. They include transaction/audit analysis - Under, mis, over declaration (unit price), trend analysis (economic), compliance (payments), industry analysis (supply chain and tax implications), and trade flow analysis (country of origin/export, trade in transit, purpose code, port of entry).



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13 Awards to the finalists

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, Secretary General, United Nations Conference on Trade and Development (UNCTAD)** and the head of RTC Kenya, **Ms. Beatrice Memo**.

The awards were presented as follows;

1. Winning Paper Award

*Researchers: **Dr. Geoffrey Okoboi and Michael Kyanzi***

*Title of Research Paper: **The Impact of Authorized Economic Operator Accreditation on Trade Facilitation: The case of Uganda***

2. 1st Runner-Up Award

*Researcher: **Frank Kalizinje***

*Title of Research Paper: **Combating Revenue Fraud in WCO ESA: A Mirror Analysis through the Lens of Malawi Customs***

3. 2nd Runner-Up Award

*Researcher: **Sendra Chihaka***

*Title of Research Paper: **Regional Integration: Addressing Levels of Intra-regional Trade in East and Southern Africa***

4. Supervisor's Award

*Researcher: **Sudhir Dey Ancharaz***

*Title of Research Paper: **Digital Customs: Best Practices in Digital Customs in East and Southern Africa: A critical Assessment of the Success Story of the Mauritius Revenue Authority***

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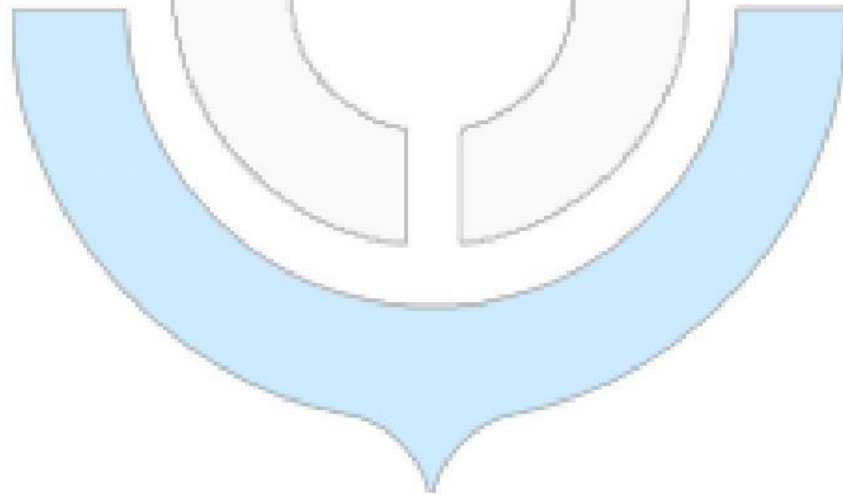
14 Outcomes of the 2nd ESA Regional Research

Conference The conference;

- i. **Importance of Regional Research:** Saluted the ESA Regional Research as a viable programme in boosting regional development. It called for more strategic partnerships and collaborative research between different Member countries, Academia, Regional Economic Communities, and the African Union, among others, in research. This will promote gathering regional data sets, on topical issues to support trade, such as Time Release Studies, Single Window development, Coordinated Border Management, Authorized Economic Operators, informal trade, among others.
- ii. **Low Levels of Intra-African Trade and support to Continental Free Trade Area:** Decried the low levels of intra-regional trade in East and Southern Africa as well as in Africa. It nevertheless took note of growing intra-regional trade in East Africa and urged concerted efforts to improve the levels in the region and continent. It called for the removal of Non-Tariff Barriers which continue to hinder free movement of goods and persons and encouraged intentional measures to reduce the high costs of trade in the Region. The conference equally highlighted the need to optimize production and promote proper resource allocation to key stakeholders. It saluted the efforts of the African Union in achieving the Continental Free Trade area and hoped for speedier conclusions on the negotiations.
- iii. **Importance of TFA, its Ratification and Implementation:** Underscored the importance of the WTO Trade Facilitation Agreement and urged continued support to Members by the World Customs Organization, considering the WCO's preparedness, tools and instruments, to support TFA. It called on for greater partnerships, collaboration and support for Members in matters related to Trade Facilitation. It took note that about half of the East and Southern African Region, and about the same in Africa have ratified the TFA and urged continued ratification and implementation by Members. The conference recognized the many players involved in trade facilitation and urged harmonization of systems and IT platforms.
- iv. **E-commerce:** Recognized the continued growth of e-Commerce, its opportunities and challenges in light of the ever changing Customs and Trade environment. It called for concerted approaches to harness the opportunities presented by this trade as well as measures to counter threats posed by e-Commerce against the society, revenue and security.
- v. **Security:** Recognized the need to ensure secured global chains in trade in light of continued measures to support trade facilitation. It acknowledged measures taken by the World Customs Organization in promoting security, particularly in light of the Punta Cana Resolution. It called on the Region to promote digitization, align to best

practices and share experiences. Furthermore, it highlighted border security challenges, particularly in the various volatile borders with the region and the continent and encouraged cooperation and increased political will among all the countries. Of concern was the security actors' lack of awareness of the challenges in the borders and their failure to take into account the status of the borderland. The conference also urged the incorporation of the public health departments in research, considering the place of Customs as a lead boarder agency and the threats posed by chemical weapons, bioterrorism (such as anthrax), among others.

- vi. **Data Analysis and Management:** Agreed that Customs has a huge amount of data which is yet to be fully harnessed to further national and regional development. It recognized measures by certain Members especially in establishing data centres and called for the need to continually secure the integrity of data. It stressed the importance of the interface between big data and analytics in effective data analysis.



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15 Listing of Annexes

- Annex 1: Speech of the Commissioner General at the Opening of the 2nd ESA Research Conference
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- Annex 7: Presentation on Regional Integration: Addressing Levels of Intra-regional Trade in East and Southern Africa
- Annex 8: Presentation on the Impact of Regional Integration on Intra-Regional Trade in the East African Community
- Annex 9: Presentation on the Impact of WTO Trade Facilitation Agreement on Trade Openness: Evidence from Eastern and Southern African Countries from 2005 to 2016
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16 Conference Organizing Team and Report Secretariat

CONFERENCE ORGANIZING TEAM

| RTC KENYA | | WCO ESA ROCB | |
|-----------|--|--------------|---|
| 1. | Ms. Beatrice Memo , Commissioner and Head RTC Kenya | 1. | Mr. Larry Liza , Director, Co-Chair |
| 2. | Dr. Fred Mugambi , Deputy Commissioner, Co- Chair | 2. | Ms. Faith Mosongo , Programme Officer |
| 3. | Mr. Levi Mukhweso , Principal | 3. | Ms. Primrose Maina , Administrative Assistant |
| 4. | Ms. Eunice Njenga , Chief Manager | 4. | Mr. Eric Kaburu , ICT Intern |
| 5. | Ms. Caroline Wairimu , Officer | 5. | Ms. Haido Igwo , Project Assistant, WCO ESA Project II |
| | | 6. | Ms. Judy Mwaura , Administrator & Personal Assistant to the Director |
| | | 7. | Mr. Andrew Odhiambo , Finance Officer |
| | | 8. | Mr. David Ladu , Programme Officer |

REPORT SECRETARIAT

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|--|---|
| Faith Mosongo Programme Officer, WCO ESA Regional Office for Capacity Building Nairobi, KENYA Email: faith.mosongo@wcoesarocb.org | Linet Ojiambo Tax Trainer–RTC Kenya Email: linet.ojiambo@kra.go.ke |
| Latifa Said Head of Research–RTC Kenya Email: latifa.said@kra.go.ke | Emmah Kithinji Tax Trainer–RTC Kenya Email: emmah.kithinji@kra.go.ke |

17 ROCB CONTACTS

1. Larry Liza

Director

World Customs Organization
 East & Southern Africa
 Regional Office for Capacity Building,
 P. O. Box 54497 - 00200
 Nairobi, Kenya
 Email: larry.liza@wcoesarocb.org
rocb@wcoesarocb.org
 Website: www.wcoesarocb.org

2. Faith Mosongo

Programme Officer

Email: faith.mosongo@wcoesarocb.org