



Tender Nr. PRQ20210025

**CONSULTANCY SERVICE FOR BASELINE, MIDTERM
AND ENDLINE SURVEYS OF SELECTED MALAWI
TRADE CORRIDORS AND BORDERS**

Final Report



8 March 2022

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Tender Nr. PRQ20210025

8 March 2022

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CONSULTANCY SERVICE FOR BASELINE, MIDTERM AND ENDLINE SURVEYS OF SELECTED MALAWI TRADE CORRIDORS AND BORDERS

We have the pleasure of submitting to you our **Final Report** for the project **Consultancy Service for
Baseline, Midterm and End Line Surveys of selected Malawi Trade Corridors and Borders**.

We trust that you find the report in order and acceptable. Please do not hesitate to contact us should
you have any queries relating to our report.

Yours faithfully,



Dr Paulo Fernandes
Econogistics
(a subsidiary of the AIH Group)

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List of Abbreviations

ADTT	Average Daily Truck Traffic
AEO	Authorised Economic Operator
AfCTFA	African Continental Free Trade Area
AfDB	African Development Bank
AFRM	Africa Freight Regional Model
ARSO	African Organisation for Standardisation
ASANRA	Association of National Road Agencies
CBAM	Carbon Border Adjustment Measure
CdM	Cornelder de Moçambique
CDN	Corredor Desenvolvimento de Nacala
CEAR	Central East African Railways
CFA	Clearing and Forwarding Agency
CFM	Portos e Caminhos Ferro do Moçambique
CLN	Corredor Logística de Nacala
CoF	Certificate of Fitness
COMESA	Common Market for Eastern and Southern Africa
CPMS	Corridor Performance Monitoring System
DFID	Department for International Development
DRTSS	Department of Road Traffic and Safety Services
EAC	East African Community
EBA	everything but arms
ESA	Eastern and Southern Africa
EU	European Union
FCDO	Foreign, Commonwealth and Development Office
FCL	Full Container Load
FESARATA	Federation of Southern African Region Trucking Associations
FEU	Forty Foot Equivalent Unit
FTA	free trade area
GDP	Gross Domestic Product
GIZ	Gesellschaft für Internationale Zusammenarbeit
GRT	gross registered tonnage
GVM	Gross Vehicle Mass
IBM	Integrated Border Management
LCL	Less Than Container Load
LDCs	Least Developed Countries
MaCP	Malawi Country Programme
MalTIS	Malawi National Transport Information System
MBS	Malawi Bureau of Standards
MCBRTA	Multilateral Cross-Border Road Transport Agreement
MCC	Millennium Challenge Fund
MCCCI	Malawi Confederated Chambers of Commerce and Industry
MDA	Ministry, Department and Agency

MITC	Malawi Industry and Trade Centre
MOA	Ministry of Agriculture
MOTI	Ministry of Trade and Industry
MOU	Memorandum of Understanding
MRA	Malawi Revenue Authority
MRGP	Mozambique Regional Gateway Programme
MTPA	Million Tonnes Per Annum
NTB	Non-Tariff Barriers
NTIS	National Transport Information Systems
NTM	Non-Tariff Measures
NTMP	National Transport Master Plan
OSBP	One Stop Border Posts
PAD	Project Appraisal Document
PMAESA	Port Managers Association of Eastern and Southern Africa
PN	Portos do Norte
REC	Regional Economic Community
RTD	Road Traffic Department
SADC	Southern African Development Community
SATCP	Southern Africa Trade Connectivity Project
SPEED	Supporting the Policy Environment for Economic Development
SPS	Sanitary and Phyto-Sanitary Standards
STRIDES	Strengthening Trade for Inclusive Development in Southern Africa
TAZAMA	Tanzania–Zambia Crude Oil Pipeline
TAZARA	Tanzania Zambia Railway Authority
TBT	Technical Barriers to Trade
TCSE	Transnet Centre of Systems Engineering
TEU	Twenty Foot Equivalent Unit
TFA	Trade Facilitation Agreement
TFTA	Tripartite Free Trade Area
TICTS	Tanzania Intermodal Container Terminal
TMEA	Trade Mark East Africa
TMS	Truck Monitoring System
TOR	Terms of Reference
TPA	Transnet Ports Authority
TRA	Tanzania Revenue Authority
TTTFP	Trade and Transit Transport Facilitation Programme
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
USAID	United States Agency for International Development
VLL	Vale Logistics Limited
VLMA	COMESA- EAC-SADC Vehicle Load Management Agreement
WCO	World Customs Organisation
WFP	World Food Programme
WTO	World Trade Organisation

Executive Summary

Introduction

TradeMark East Africa (TMEA) initiated the Malawi Country Programme (MaCP) aimed at improving the trading environment in Malawi. As a landlocked country, the transport sector in Malawi plays a key role in advancing its economic development and socio-economic goals, with regional transport corridors facilitating the trading environment, enabling the development of key sectors, and managing the movement of imports and exports. Understanding how the COVID pandemic has impacted current trade flows and performance of trade corridors will be instrumental in devising interventions to mitigate the short and long-term impacts of the COVID-19 pandemic and support efficient trading and enhance business competitiveness in Malawi.

AIH Econogistics (Econogistics) was appointed by TradeMark East Africa (TMEA) for the study *"CONSULTANCY SERVICE FOR BASELINE, MIDTERM AND ENDLIN SURVEYS OF SELECTED MALAWI TRADE CORRIDORS AND BORDERS"* in October 2021.

In the Terms of Reference (TOR) the following actions were identified:

- Assessment of the time and costs of moving goods (both exports and imports) along the selected corridors;
- Carrying out time and traffic surveys at selected borders i.e., Mwanza, Dedza, Mchinji (primary data surveys), and Songwe, Muloza and Mbilima border posts (secondary surveys);
- Assessment of the Non-Tariff Barriers (NTBs) including Technical Barriers to Trade (TBT) and Sanitary and Phyto-Sanitary Standards (SPS) measures affecting movement of trade along the selected trade corridors and borders;
- Assessment of time and costs involved in processing key trade documents;
- Preparation of a set of monitoring tools to strengthen the monitoring framework for the overall six-year TMEA Programme in Malawi; and,
- Recommendations on requisite interventions for a) improving the performance of Malawi corridors and borders b) enhancing efficiency on issuance of trade documents c) resolution of Non-Tariff Measures (NTMs) and NTBs d) prepare the action plan and results framework for the proposed interventions clearly indicating timelines and estimated costs for each intervention.

The TOR was clear on the focus on four main corridors, namely Beira, Nacala, Dar es Salaam and North-South/Durban Corridors, and including the six key border posts of Zómbue-Mwanza, Colomué-Dedza, Milanje-Muloza and Mandimba-Chiponde, all between Mozambique-Malawi, and then Kasumulu-Songwe (Tanzania-Malawi), Mchinji-Mwami and Mbilima-Kanyala-Iromba-Tunduma (Isongole) (Malawi-Zambia-Tanzania). The four key seaports of interest are therefore Beira and Nacala, in Mozambique, Dar es Salaam in Tanzania and Durban, in South Africa.

Study corridors and freight volumes

The next map shows the 4 corridors in a regional context:



Figure 1: Transport Corridors in Southern Africa

The following map shows the 4 corridors that were considered in this project in closer detail:



Figure 2: The Four Study Corridors

The report presents a detailed discussion of each of the corridors.

The freight volumes on the corridors, as they pertain to Malawi, are shown in the table below. The change in the composition of trade by corridor and the split in mode between road and rail traffic in 2016 and 2020 are given.

In both 2016 and 2020 Durban and Beira are the dominant ports, but Beira's position has strengthened over this period, particularly for international trade movements. Dar es Salaam's position has also strengthened over this period, notably for imports. Beira and Dar es Salaam's position has strengthened at the expense of Nacala, whose relative position has declined over this period, even given the level of investment in the railway system. Road transport remains the dominant mode, as the Nacala railway remains the only functional railway that is currently serving the Malawian market.

Table 1: Trade volumes and modal split by corridor (2016-2020)

Year	2016		2020		2016		2020	
Tonnes	000's	%	000's	%	Road	Rail	Road	Rail
Dar Es Salaam Corridor					%	%	%	%
Exports	59	11%	57	10%	100%	-	100%	-

Year	2016		2020		2016		2020	
Imports	182	8%	471	16%	100%	-	100%	-
All	242	8%	528	15%	100%	-	100%	-
Nacala Corridor					%	%	%	%
Exports	56	10%	32	5%	0%	100%	0%	100%
Imports	186	8%	253	9%	15%	85%	25%	75%
All	242	8%	285	8%	12%	88%	22%	78%
Beira Corridor					%	%	%	%
Exports	244	44%	319	54%	100%	-	100%	-
Imports	706	30%	983	34%	100%	-	100%	-
All	949	33%	1 301	36%	100%	-	100%	-
Durban (North-South) Corridor					%	%	%	%
Exports	196	35%	183	31%	100%	-	100%	-
Imports	1 266	54%	1 160	41%	100%	-	100%	-
All	1 462	50%	1 344	39%	100%	-	100%	-
Walvis Bay Corridor					%	%	%	%
Exports	0,06	0%	0.08	0%	100%	-	100%	-
Imports	0,06	0%	0.06	0%	100%	-	100%	-
All	0.15	0%	0.14	0%	100%	-	100%	-
Total All Corridors					%	%	%	%
Exports	555	100%	591	100%	100%	-	95%	5%
Imports	2 341	100%	2 869	100%	100%	-	93%	7%
All	2 897	100%	3 460	100%	100%	-	94%	6%

Source: Econogistics Compilation from Various Sources, 2021

Non-Tariff Measures and Trade Documents

Non-Tariff Measures (NTMs) and Trade Documentation that affect the efficient and effective operation of the corridors included in the project were reviewed.

As a point of departure, the institutional and legal framework pertaining to trade was reviewed, including international, regional and continental trade agreements, as well as bilateral agreements between Malawi and its main trading partners.

Non-Tariff Measures (NTMs) in Malawi were then reviewed, in recognition that firms, particularly SMEs, often have inadequate domestic trade related infrastructure and face administrative obstacles. While NTMs are mandatory regulations introduced by competent authorities of an exporting or importing country, Procedural Obstacles (POs) are problems related to the way a regulation is applied or implemented. Trade documentation in Malawi was also assessed.

Supported by the Ministry of Trade, phone-based and face-to-face surveys with stakeholders within Malawi were held in relation to the import and export of goods. All 93 firms in the developed business

directory was contacted but only 49 of these could be reached. 37 phone interviews were held with willing respondents and 10 face-to-face interviews followed.

Approximately 60% (22 companies) of respondents expressed difficulties with restrictive and complex regulations, imposed particularly by Malawi. The majority of these companies are involved in the trade of food, processed food and agri-based products. Therefore, the data reveals that exporters (and importers) of fresh food and raw agri-based products are indeed more strongly affected by restrictive NTMs.

Compared to fresh produce and agri products, the manufacturing sector faces relatively lower problems with NTMs, shown through importers and exporters of chemicals, textiles, leather products and manufacturing products indicating no problems with restrictive or complex trade regulations. This is expected given Malawi's dependence on manufacturing imports and the legitimate protection of consumer health concerning agricultural and food imports.

The table overleaf shows a comparison of NTMs observed in 2012 compared to the present survey:

Table 2: NTMs in Malawi 2012 and 2022

ITC 2012 findings	TMEA 2022 findings
Exports	
Companies reported burdensome NTMs applied by partner countries such as in Asia and the EU, when exporting to these destinations. Exporters reported more cases of burdensome conformity assessment than challenges with technical requirements.	Interviews indicate that meeting conformity measures for exports imposed by importing destinations was burdensome, especially Asia and EU, due to the lack of recognition of Malawian certification, limited testing and certification facilities and many checks. Conformity measures stated to be difficult to meet are those that allow for proof of product specific requirements e.g. minimum chemical residual levels or fumigation requirements, and will vary depending on the agricultural product in question and on the tests required. These are particularly burdensome as the Malawi Bureau of Standards (MBS) does not have the capacity to test in some cases, and MBS certificates are not recognized in many Asian and EU jurisdictions. There were no burdensome NTMs exported in the case of destinations, where Malawian certifications are accepted.
Exporters reported export licenses, export inspections and technical certifications as significantly burdensome NTMs applied by Malawi.	Burdensome NTMs for agricultural exports were reported, however exporters of tobacco did not express this. All agricultural exports require export licenses through the Ministry of Agriculture (MOA) and Ministry of Trade and Industry (MTI). Tobacco exporters obtain licenses through the Tobacco Control Commission and did not express difficulties. Obtaining export licenses was explained as unpredictable in nature due to delays in procedures. Delays are not uniform, ranging between one week and two months amongst the surveyed companies. Companies that export multiple products did not see a variation of delays between products.
Imports	
Foreign currency outflows for import operations worth more than US\$ 50,000 had to be authorized through the Reserve Bank of Malawi (RBM)	Surveyed companies indicated this is no longer a requirement.
Import inspections under the Import Quality Monitoring Scheme found to be a burdensome measure.	Remains unchanged for the 3 components: pre-shipment inspections of product samples, inspections of final consignments, and fees paid to MBS. Companies highlighted lengthy inspection periods (average of 4 weeks) due to resource constraints at MBS. All companies view the inspection of samples and final consignments as a double burden, but where there is a track record of previous inspection MBS takes this into account.
Procedural Obstacles	
High fees and charges and inappropriate facilities were more common when exporting than when importing. Exporters and importers also perceived an inconsistent behavior of officials.	High fees continue to burden importers and exporters, with fees varying due to being a combination of fixed and variable costs. Fees are calculated based on a product-specific testing fee, a variable inspection fee of 0.65% of the free on-board import value, and a fixed reporting fee.
More specifically, administrative delays in export procedures were often encountered at the institutions that emit export licenses in the agricultural sector: MTI and Trade and MOA.	Exporters pointed to bottlenecks in the testing and certification facilities of the MBS and that authorities in developed markets did not recognize their technical certificates. Exporting companies also face obstacles at MRA, at the testing and research facilities of the Department of Agricultural Research and Technical Services.
The main challenges for importers were unpredictable delays in obtaining special authorizations for foreign exchange transactions from the RBM.	Authorization requirement was removed, and these delays no longer occur
Importers mentioned delays and costs in inspections for MBS export certification. At Customs, there are also inconsistent classification of goods that led to higher duties paid.	Although some inspections have been removed, inspection for some products remains mandatory, which has been highlighted as lengthy for exporters of pulses, tea and poultry products.

Technical Measures:

Technical requirements are manifold and define product-related requirements, for example quality standards, chemical residual limits, post-production treatments, marking and labelling requirements. Most of these technical requirements also require conformity assessment procedures, like certification and inspection, to prove compliance. The exact technical measures are product-specific, per definition, and therefore vary from product to product.

Technical measures can be broadly distinguished into technical requirements and conformity assessment. The former regulates the exact product-specific properties that the product needs to comply with, e.g. minimum chemical residual levels or fumigation requirements. Conformity assessment provides proof of the compliance with the underlying technical requirement, e.g. by means of certificates or inspections. Usually, an exporting company needs to deal with both components of the technical measures.

The challenge for exporters is two dimensional: On the one hand, there is an issue with partner countries, as standards and certification requirements are mandated by them. On the other hand, there is a domestic issue, as certificates demonstrating compliance must be obtained by the exporter.

Export Licensing

The exporter must apply for a letter of consent at Ministry of Agriculture, which scrutinizes each application on a case-by-case basis. Once with the letter of consent, the exporter asks for the export license at Ministry of Trade and Industry. While technical staff at Ministry of Trade and Industry apparently deals with the license rather quickly, legislation requires the Minister's approval for each license MRA verifies licenses with Ministry of Trade and Industry once the consignment reaches the border. Further delays emerge from this procedure.

In total, delays in these procedures varied strongly and ranged between one week and two months.

Export Certification:

MBS confirmed that, in addition to voluntary inspections under the Export Quality Certification Scheme, some export inspections are mandatory. A variety of products is affected by these measures, including tobacco. The exact requirements are product specific. They range from common fumigation inspections and plant protection certificates to bird-flu-free certification. While some exporters experience these measures as a minor procedure to which they had become accustomed to (e.g. tobacco and wheat), others complained about the loss of significant amounts of cargo (live poultry and eggs).

Various measures have been taken to facilitate trade into and out of Malawi, including making information on trade documentation more readily available. The Ministry of Trade developed a one-stop window, through the Malawi Trade Portal, for information related to import into, export from, and transit through Malawi. The portal has been described as an important step for the Government toward improving the predictability and transparency of the country's trading laws and processes.

A review was done of all relevant trade documentation and the associated cost. Over time, the MTI has made continuous efforts to reduce the administrative time to process imports and exports. Despite this, exports appear to still be burdensome to companies, particularly for food and food products. Authorities have been unable to clarify the time it takes to process some documentation,

such as certifications from MBS. This is mainly because licenses are administered on an as-needed basis and are highly dependent on the requirements of the importing country. This also means that the cost of certain certifications is also only identified on an as needed basis, and is difficult to approximate. The reason for export licenses was communicated to be to guarantee food security as well as the health and safety of people, animals and plants.

Regarding trade facilitation, it is recommended that Malawi actively cooperate with the TTTFP Technical Assistance Committees to:

1. Amend its road-related legislation to include the final outstanding issues;
2. Domesticate the Vehicle Load Management Model Law and Regulations as the vehicle load management system that Malawi has in place as part of MaLTIS is in line with the VLM Model Law and Regulations and Malawi has a cashless payment system;
3. Commission the Vehicle Load Management System that is part of MaLTIS;
4. Actively pursue funding to implement a weighing station improvement plan;
5. Domesticate and implement the Dangerous Goods Model Law; and,
6. Domesticate the Cross-Border Road Transport Act and Regulations and implement the law.

In implementing the aspects of the TTTFP that are new to Malawi, Malawi needs to cooperate with the TTTFP implementation team and make use of the opportunities provided by the programme.

Malawi's ratification of the WTO-TFA allowed for structured progress to be made in improving the legal and regulatory environment for trade. While bilateral trade agreements exist, research done under this project reveals there remain some structural issues in the experiences of traders with NTMs and POs, which can be addressed through the following recommendations:

1. Streamline coordination in the issuance of trade permits and the need to strengthen administrative capacity for the issuance of permits – this will involve extensive coordination between government departments, including MBS, Ministry of Trade and Ministry of Agriculture.
2. Re-evaluate the need for export licenses for products falling outside the food category – this would alleviate a significant amount of strain on the issuance of licences and would trickle down to speeding up administrative processes as well as time delays. Evaluation criteria should be clearly defined, together with an automated procedure based on food security data in cases of health and safety of trade in food products. Also, approvals need to be permanently delegated to lower-level technical staff.
3. Attention should be further given to centralizing procedures in a 'single-window' – efforts should be continued towards accrediting MBS internationally. Accreditation of MBS is likely to have a great impact on exports. However, to fully benefit from it, the private sector needs to develop capacity to comply with international standards.
4. A reduction in mandatory export inspection – export quality could be market-driven where the conditions are right. If destination markets require internationally accredited certification from an exporter, additional export inspections by MBS should be avoided. Eliminating this duplication of conformity assessment would not only unburden exporting companies, but also open up capacities at MBS that struggles with the high demand for their services.

Border post surveys

Border post surveys were done at 3 locations, namely Zóbie-Mwanza and Dedza-Colomué between Malawi and Mozambique, and Mchinji-Mwami between Malawi and Mozambique. Surveys were done for 24 hours over 7 days at the beginning of January 2022, and focussed on collecting time and traffic data, as well as user satisfaction surveys. Infrastructure and stakeholder surveys were also done and documented. Surveyors were recruited locally, trained and deployed.

The survey data was captured on tablets, uploaded to the online TRANSLOG platform on site and is available for viewing through the TRANSLOG online portal on the TLC website. All source data and back-up files will be kept secure.

At each of the 3 border posts, the following **time and traffic data** was captured, for both imports and exports:

- Vehicle traffic per vehicle type per day
- The number of vehicles travelling to and from Lilongwe and Blantyre
- The ratio of origin and destination for all commercial vehicles
- Processing times per activity – average and median times
- The importer and exporter nationality split.

This data was analysed and presented for each of the border posts. At Mchinji/Mwami, a Small-Scale Trader Survey was also done due to this type of trader dominating flows at the border post.

The **Border User Satisfaction Survey** questionnaire was designed to collect information in relation to procedures, facilities, infrastructure, design and layout of the border, features, and the performance of the border authorities. It was completed by trained members of the survey team and the process was tested prior to data collection with a one-day pilot survey. The user information was collected over a period of one week and the sample included clearing agents, registered and informal traders, truck drivers, passengers and other travellers and border officials.

The following aspects of border operations and the new OSBP facilities were captured:

- The various attributes of the respondent sample;
- Comments from respondents on various aspects of border usage, and
- Assessment of the levels of satisfaction with procedures and facilities.

The results of the survey were presented in a set of tables and distinguished between male and female responses as well. The overall border post satisfaction was expressed as follows:

Table 3: Border post user satisfaction

Border post	Percentage overall satisfaction
Mwanza	24%
Dedza	46%
Mchinji	72%
Mwami	64%

It is expected that the new OSBPs that are planned at all locations within the next 18 months will result in significantly improved satisfaction levels.

Detailed findings and recommendations were made. The most salient of these can be summarized as follows:

- Hard infrastructure including layout, fragmentation and condition of facilities are in dire need of improvement – this will be achieved at the new OSBPs
- Soft infrastructure constraints should however already be addressed, and it should be ensured that these enjoy prominence at the new facilities as well. Specific recommendations are:
 - Adequate internet access should be available at all border posts, to streamline submission and processing of trade documentation;
 - Improved power supply should be provided to ensure uninterrupted operations – by provision of adequate generators
 - All OGAs should be computerised and given access to the ASYCUDA World Customs System
 - Development and implementation of a Single Window System (SWS) should be a priority;
 - Importers and exporters of cargo and transporters should be educated on pre-clearance of declarations prior to arrival of the goods at the border.
- Other issues that should be addressed include inadequate staff housing, lack of vehicles to patrol porous border lines and staff shortages.

Table 4 provides a summary of the road and rail transport costs to Blantyre and Lilongwe on the Beira, Dar es Salaam, Durban and Nacala Corridors for both 2018 and 2021. The reliability measure is marked as follows for each component:

- *Port*: Overall the reliability measure is marked “orange” (medium), even though the spectrum of potential charges per container can vary significantly for liner charges, these costs as a percentage of overall costs is and is relatively low, with the bulk of port costs being linked to consignment charges, which exhibit far less variability, but can vary depending on the services consignors use and the terminal their consignment passes through; and,
- *Road and Rail*: Overall is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season (time of year) and the cargo (type) being transported.

Table 4: Summary of Costs by Corridor to Blantyre (USD/TEU)

Corridor	Imports		Exports		Reliability
	Year	2018	2021	2018	2021
Gateway (Port) Costs (USD/TEU)					
Beira - Blantyre		514	557	414	463
Dar es Salaam-Blantyre		595	595	395	395
Durban - Blantyre		624	553	435	394
Nacala - Blantyre		595	557	586	514
Way (Road and Rail) Costs (USD/TEU)					
Beira - Blantyre		2 500	2 025	1 500	1 175
Dar es Salaam – Blantyre		4 800	3 505	4 255	2 795
Durban - Blantyre		4 495	4 350	3 770	2 200
Nacala – Blantyre (Road)		2 301	2 670	2 025	1 270
Nacala – Blantyre (Rail)		2 382	1 480	1 937	1 140
Total (Gateway + Way + Logistics) Costs (USD/TEU)					
Beira - Blantyre		3 014	3 197	1 914	1 753
Dar es Salaam – Blantyre		5 395	4 100	4 650	3 190
Durban - Blantyre		5 119	8 923	4 205	3 749
Nacala – Blantyre (Road)		2 896	3 912	2 611	2 599
Nacala – Blantyre (Rail)		2 977	2 587	2 523	2 169

Source: Interviews Port Operators, Freight Forwarders, Transporters and Nacala Logistics

Table 5: Summary of Costs By Corridor To Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
	Year	2018	2021	2018	2021
Gateway (Port) Costs (USD/TEU)					
Beira - Lilongwe		514	557	414	463
Dar es Salaam – Lilongwe		595	595	395	395
Durban - Lilongwe		624	553	435	394
Nacala - Lilongwe		595	557	586	514
Way (Road and Rail) Costs (USD/TEU)					
Beira - Lilongwe		2 700	2 325	1 500	1 325
Dar es Salaam – Lilongwe		4 700	3 305	4 055	2 575
Durban - Lilongwe		4 965	4 450	3 800	2 900
Nacala – Lilongwe (Road)		2 976	2 795	2 587	1 395
Nacala - Lilongwe (Rail)		1 760	2 897	2 349	1 340
Total (Gateway + Way + Logistics) Costs (USD/TEU)					
Beira - Lilongwe		3 214	3 497	1 914	2 003
Dar es Salaam – Lilongwe		5 295	3 900	4 450	2 970
Durban - Lilongwe		5 589	8 788	4 235	4 449
Nacala – Lilongwe (Road)		3 571	3 912	3 173	2 699
Nacala - Lilongwe (Rail)		2 867	3 492	2 935	2 369

Source: Interviews Port Operators, Freight Forwarders, Transporters and Nacala Logistics

Whilst caution needs to be exercised when comparing the 2018 and 2021 transport costs because there was no standardisation in the capture of costs in 2018 compared to 2021, the “bottom-line” comparison of total cost do provide some insights into the impact of the COVID pandemic on transport costs to/from Blantyre and Lilongwe on the Beira, Dar es Salaam, Durban and Nacala Corridors. These include the following:

Pre (2018) and Post (2021) Covid Costs - Imports:

1. Costs have increased on all routes to/from Blantyre and Lilongwe, except for the Dar es Salaam-Blantyre, Dar es Salaam-Lilongwe and Nacala (Rail)-Blantyre routes.

Pre (2018) and Post (2021) Covid Costs - Exports:

1. Costs have decreased on all routes to/from Blantyre and Lilongwe, except the Lilongwe-Beira and Lilongwe-Nacala (Rail) routes.

Transport Costs to/from Blantyre (2021):

1. The Nacala (Rail) Corridor is the lowest cost option for imports to Blantyre, followed by Beira, Nacala (Road), Dar es Salaam and Durban routes.
2. The Beira Corridor is the lowest cost option for exports from Blantyre, followed by Nacala (Rail), Nacala (Road), Dar es Salaam and Durban routes.

Transport Costs to/from Lilongwe (2021):

1. The Nacala (Rail) Corridor is the lowest cost option for imports to Lilongwe, followed by Beira, Dar es Salaam, Nacala (Road) and Durban routes.
2. The Beira Corridor is the lowest cost option for exports from Lilongwe, followed by Nacala (Rail), Nacala (Road), Dar es Salaam and Durban routes.

Corridor Performance Baseline Survey

This analysis was a key activity of the project. As a point of departure, a desk study was done of available data for previous years, augmented by more recent data collected from other sources. This is presented as the time and cost performance of each of the components of the 4 corridors, namely the port, road link and rail if applicable, and border posts, as well for each corridor as a whole. This was followed by an analysis of 5-year traffic volumes as well as 5-year Customs revenues. Finally, a corridor performance comparison was done of the 4 Malawi corridors with the Northern and Central corridors.

Time performance data and analysis

The following table shows the source of the time data:

Table 6: Data sources used for time performance analysis

No	Participant	Type of Data	Number of Consignments	Start Date	End Date
1	MRA (Malawi Revenue Authority)	Customs transactions	2,725,000	January 2016	November 2021
2	Cornelder (operator of Beira Port)	Ports volumes and time delays	Approximately 260,000 per annum	January 2016	December 2021
3	Portos do Norte (Port of Nacala)	Ports volumes and time delays	Approximately 100,000 per annum	January 2016	December 2021

No	Participant	Type of Data	Number of Consignments	Start Date	End Date
4	Transnet Port Terminals Annual Reports	Ports volumes and time delays	Approximately 5 million per annum	January 2016	December 2021
5	Tanzania Port Authority Annual Reports	Ports volumes and time delays	Approximately 600,000 per annum	January 2016	December 2021
6	Central Corridor Transport Observatory Reports	Ports volumes and time delays	Approximately 1 million per annum	January 2016	December 2019
7	Freight agents	Estimates of time delays along all four corridors	Unknown	January 2020	December 2021
8	Road Transport data	GPS tracking data of trucks along all four corridors	2,260	October 2018	November 2021

It should be evident that significant data was collected and analysed, for the last 5 years. This facilitated detailed conclusions to be made on each corridor, for each of its infrastructure components and for the corridor as a whole.

Based on the extensive data collected from the MRA for 2016 to 2021, customs time performance could be determined for all border posts in Malawi, and not only the 6 target border posts. This included time spent at border posts for imports and exports for all years, as well as per selected customs lane. For each of the corridors, the port and customs delay, road time performance and border post delays could be determined, as well as the total time per corridor for delays and travel. This included the trend over time as well for most components.

Cost performance data and analysis

Regarding the **costs per corridor**, these were based on tariffs, which are fees charges for the service rendered. Tariffs have some relation to costs, but not always. In some cases, tariffs are published and therefore publicly available, but sometimes as declared by a service provider in competition with others. The cost profile for each corridor servicing Malawi covers port, transport and border post costs, adding up to total costs. The focus of this assignment was on charges for transit containers, by using a Twenty-Foot Equivalent Unit (TEU) Container across each of the corridors serving the Malawian market.

To provide a pre- and post-Covid perspective of transport costs on each of the corridors servicing the Malawian market approach was to compile, from secondary sources of data, a snapshot from 2018 and then update the cost profiles for 2021 via interviews with transporters, freight forwarders, shipping lines and port terminal operators.

The costs per corridor were built up from the following components:

- Port costs: Liner, consignment and customs charges
- Road transport costs: transporters and freight forwarders charges, border post charge and road node charges (road user charges, toll fees and other charges)
- Rail transport costs: rail link, border post and rail node costs.

Costs were then built up per corridor in USD per TEU and ton for each corridor, for both exports and imports.

Finally, a summary was prepared of the detailed build-up of costs for each of the corridors serving the Malawian market from the perspective of a Malawian registered transporter as opposed to transporters from other countries.

Five-year traffic analysis

The volumes and values of cargo and estimated number of vehicles used to transport this cargo are reported based on Customs Office, Year and HS code (cargo type).

The following two figures show respectively the value and weight of imports and exports into and from Malawi for 2016 to 2021. It was interesting to note that while there was a dip in imports in 2020 due to the Covid-19 pandemic, exports were not similarly affected. The number of import cargo vehicles remained constant, while export vehicles reduced during the pandemic.

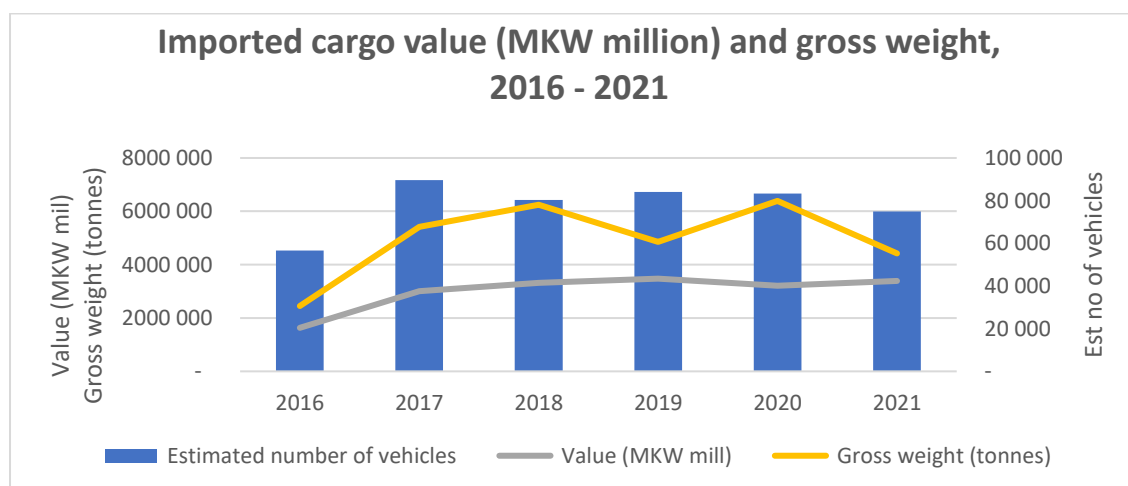


Figure 3: Imported cargo value, gross weight and estimated number of vehicles 2016-2021

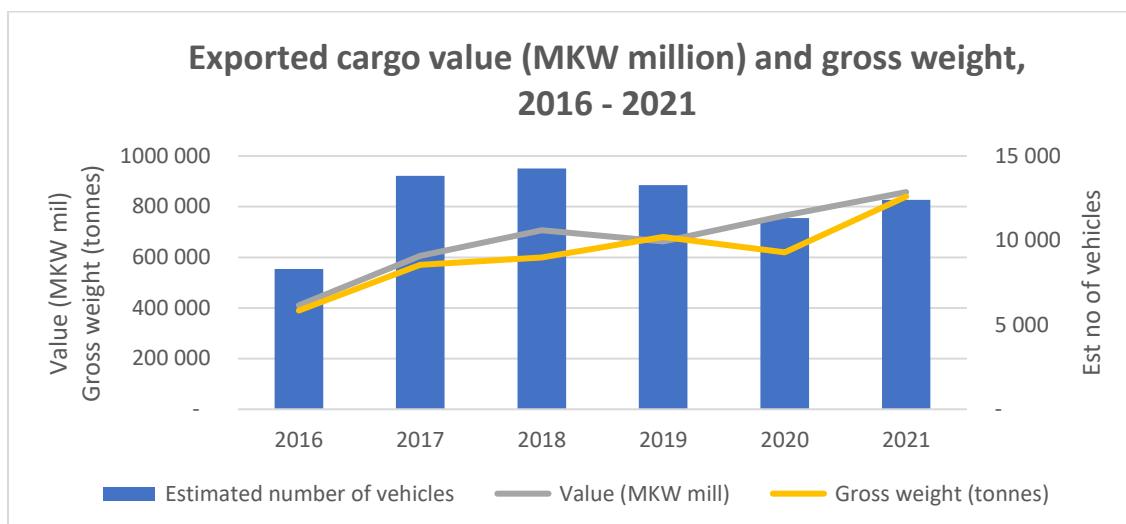


Figure 4: Exported cargo value, gross weight and estimated number of vehicles 2016-2021

The most important border posts through which goods are flowing were also determined and showed that the Mwanza border post carries most imports while Dedza border post carries most export goods. These are the ports the link Malawi to ports in Mozambique and South Africa. Third on the list in both cases is Songwe border post that provides the primary link with Tanzania.

Five-year Customs revenue assessment

The following 2 figures show the Customs revenue over the past 6 years for imports and exports. The vast majority of taxes are paid on imported cargo. It can therefore be expected that MRA will focus most of its efforts on imported rather than exported goods. While the value of goods and taxes in general display a gradual increase over time, there was a decrease from 2019 to 2020 due to the Covid-19 restrictions on trade movements.

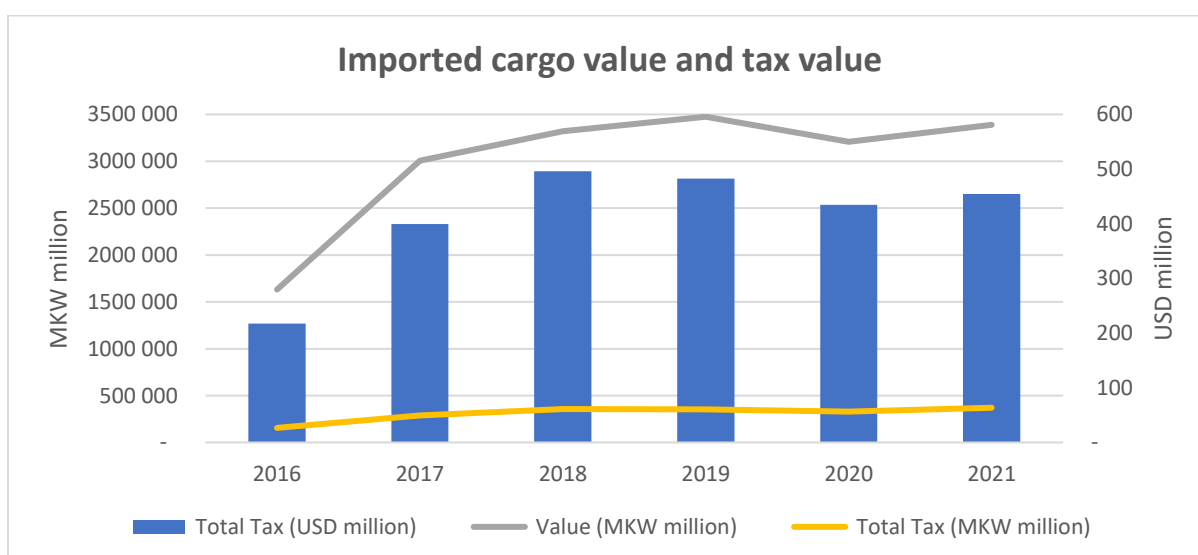


Figure 5: Imported cargo and tax value 2016-2021

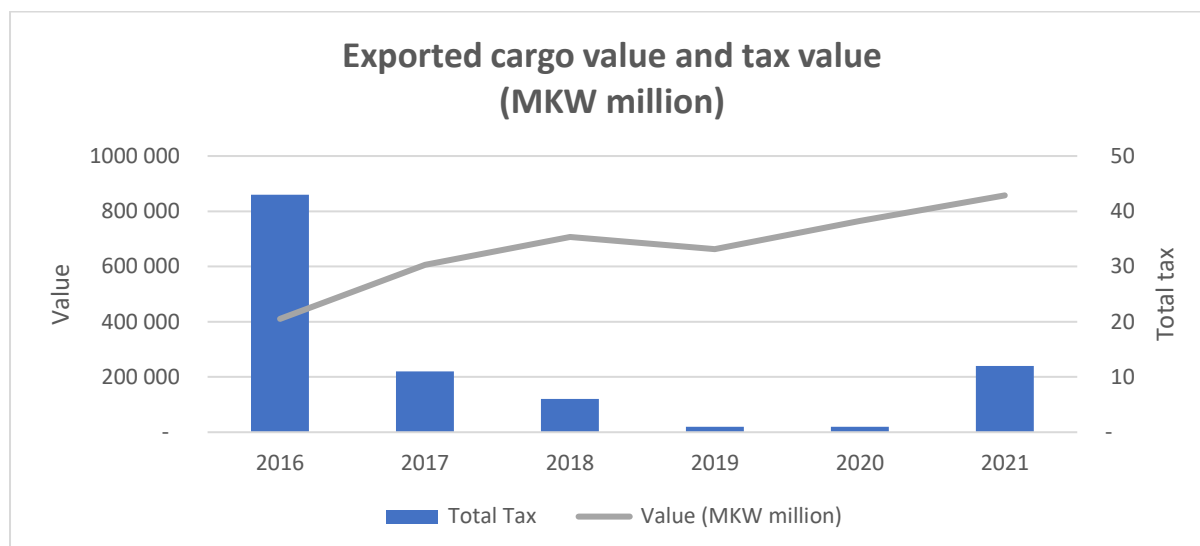


Figure 6: Exported cargo and tax value 2016-2021

Most import value was processed at Mwanza border post (processing cargo from Beira and Durban), followed by Dedza (the secondary border post for cargo from Beira and Durban destined for Lilongwe) and Songwe (processing cargo from Dar es Salaam). Songwe however shows higher tax revenue than Dedza, as it processes most fuel imports that carry a high tax value. Exports are significantly lower in value and generates almost no tax revenue, as could be expected.

Benchmark performance of corridors

The final step in the corridor performance baseline survey was to compare the performance of the Malawi corridors in the study with similar corridors in the region. The corridors that were selected are the Northern Corridor and the Central Corridor, with ports being respectively Mombasa and Dar es Salaam.

Ports performance

The next table shows the capacity and throughput for the 6 ports in terms of TEUs and dry bulk. It is evident that Durban Port has the highest capacity and throughput, followed by Mombasa on containers and Dar es Salaam on dry bulk cargo.

Table 7: Port capacity and throughput in TEU and Million Tonnes Per Annum (MTPA) dry bulk

	CORRIDOR					
METRIC	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN
CAPACITY						
TEU ('000)	2 650	400	400	100	300	4 424
Dry Bulk (MTPA)	3.1	10.1	10.1	3.0	9.0	12.4
IMPORTS						
MTPA	27.6	13.0	13.0	2.5	12.5	52.0
EXPORTS						
MTPA	4.3	2.4	2.4	0.5	1.5	28.0
TRANSHIPMENT						
MTPA	2.5	0.1	0.1	0.1	-	20.0
TOTAL THROUGHPUT						
MTPA	34.4	15.5	15.5	1.0	2.5	11.5
TEUs	1 091	622	622	71	267	3 100

The next table shows the comparative port performance, including the average and mean per metric as well as a colour code on relative performance.

Table 8: Port performance on various metrics

	CORRIDOR							
METRIC	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN	AVG	MEDIAN
EFFICIENCY AND PRODUCTIVITY								
Total time in port (days)	3.7	15.4	15.4	9.9	9.8	4.0	10.90	9.90
Ship turnaround time (days)	3.9	3.6	3.6	6.2	6.9		4.84	3.90
Dry bulk (days)	5.6	7.0	7.0	1.8	3.8	3.0	4.70	4.70
Containers (days)	2.5	2.0	2.0	3.0	1.8	3.0	2.38	2.25
Vessel waiting time (hrs)	94	72	72	50	55	60	67.17	66.00
Container dwell time (days)								
Import	3.6	4.2	4.2	13	8.2	3.05	6.04	4.20
Export		4.2	4.2	13	9.1	5.75	7.25	5.75
Transit		10.8	10.8	13	10.9	6.8	10.45	10.80
Average container dwell time (days)	3.0	8.0	8.0	13.0	9.8	3.0	7.47	8.00
Average container truck turnaround time (days)	4.0	3.0	3.0	1.0	2.7	1.3	2.49	2.85
Document Processing Clearance (hrs)	2.0	64.1	64.1	76.8	74.0	26.6	51.27	64.10

It is evident that there is varying performance across the board, with Port of Durban having the best overall performance on most metrics, followed by the Port Mombasa. Of concern is the overall high time spent in port except for Durban and Mombasa, and high container dwell times except for Durban and Dar es Salaam.

Road link performance

The next table shows the travel speed per corridor. Import and export travel speeds are only available for the 4 corridors in the study.

Table 9: Road transit speeds between ports and destinations

METRIC	CORRIDOR						AVG	MEDIAN
	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN		
TRANSIT TIME (excl time in port)								
Imports (km/h)			12.4	7.6	10.1	17.9		
Exports (km/h)			12.6	8.6	12.6	17.9		
To destinations (avg km/h)	9.5	16.0	12.5	8.1	11.4	17.9	12.5	13.06

The average speed for all corridors is over 12.5km/h. The highest speed is attained on the NSC/Durban and Central corridors. The long distances travelled on these probably play a role in increasing the average speeds. The low average speed on the Nacala corridor is noticeable.

Border post performance

Border post performance is shown for delay associated with imports and exports. Little information was available for the 2 comparator corridors.

Table 10: Border post delays per trip per corridor in days

METRIC	CORRIDOR						AVG	MEDIAN
	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN		
BORDER POST DELAYS								
Import (days)		3.5	6.5	0.58	7.3	2.7	4.27	4.60
Export (days)			3.4	0.36	3.5	0.7	1.99	2.05

On imports, the overall border post delays are more than double the export delays. Both the DES and Beira corridors experience long delays especially on imports.

Transport cost performance

The final metric used for comparison is transport cost for both import and export per TEU and per km, and for road as well as the Nacala railway corridor. The next table shows that the DES and NSC/Durban corridors have the lowest cost per km. The average spread for all corridors is from \$1.07 to 2.43 per km per TEU, which is a quite significant difference. No specific import or export costs were available for the 2 comparator corridors but only a total figure. The Nacala railway line also has a competitive rate per TEU per km.

Table 11: Transport costs per corridor in \$/km/TEU

	CORRIDOR							
METRIC	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN	AVG	MEDIAN
TRANSPORT COSTS AND RATES - ROAD								
Import to destinations (avg \$/km/container)			1.88	2.23	2.45	1.68	2.06	2.06
Export to destinations (avg \$/km/container)			1.48	2.64	1.41	0.46	1.50	1.45
To destinations (avg \$/km/container)	2.35	2.20	1.68	2.43	1.93	1.07	1.94	2.07
TRANSPORT COSTS AND RATES - RAIL								
Import to destinations (avg \$/km/container)				1.68			1.68	1.68
Export to destinations (avg \$/km/container)				1.29			1.29	1.29
To destinations (avg \$/km/container)				1.49			1.49	1.49

Tools to monitor corridor performance

Measuring corridor performance is a pre-requisite for increasing corridor efficiency. In designing tools to measure this both the perspective of traders and policy makers should be included, namely:

- Traders are primarily concerned by the impact of corridors on their competitiveness, through the cost of moving goods, the length of time associated to this movement, and the uncertainties on the delays which may prevent them to meet delivery deadlines; and,
- Policy makers have the responsibility to ensure long-term balance between demand, expressed by the trade volumes, and supply or the offer, expressed by the characteristics of the infrastructure and the logistics services delivery.

Performance needs therefore to be measured according to four dimensions:

- **Prices for the trader**, but also the **cost factors for the logistics service providers and control agencies** entering into the composition of that price, across the main corridor components;
- **Times**, corresponding to the combination of the individual processes times, and the idle time between successive processes, but also the variations of those times resulting in the uncertainties of delays, for port dwell time, transport time, and final clearance;
- **Volumes**, by corridor routes and components (modes des.

Overall corridor performance is the result of the combination of the individual performances of all corridor components, which need to be assessed separately as was done in Chapter 6 of this project.

The only corridor monitoring tools that were practically deployed as part of this project were the tablets with software that were be used to perform the border surveys. These devices have been successfully used during previous border surveys, including historical TMEA projects.

A detailed writeup is presented in the report on various tools:

- **Border Survey Tablet Software** that was developed to capture process flow data for the physical surveys were performed at Dedza, Mwanza and Mchinji/Mwami border posts in this project. It enables collection of data on document handling processes to determine if delays are caused by truck drivers, clearing agents, customs or other officials and replaces manual data capturing with semi-automated digital data capturing;
- **A Truck Driver Feedback Smartphone Application**, which is a tool that can be used for truck driver interaction and information, although not used in this project. It was developed to support the capturing of incidents and events while in transit and to communicate such information to a back office;
- **Corridor performance monitoring dashboard** that can be used for display of information at different levels:
 - Profiles, providing information on specific entities, taking into consideration confidentiality requirements;
 - Dashboard, providing aggregate results over all participant data that fall within a specified category, and

- Reports: this format allows summaries of selected outputs in the format of a pdf document.
- **Frequent traveller feedback website**, that has been developed for hosting in the cloud, and provides for all types of feedback and requiring a unique email address and password. Feedback is provided by various corridor elements

The following recommendations were made regarding tools to monitor corridor performance:

- Border surveys should in future be conducted using a **tablet software-based survey tool**, as this improves the accuracy of captured data and enables fast processing of results post the survey;
- Road transport operators should be recruited through their industry associations to start using the **Smartphone-based truck driver feedback tool**, as this will be a valuable source of information about corridor constraints;
- Corridors should be supported by a **Transport Observatory or similar entity** and tools such as a KPI dashboard displaying relevant data on cargo and vehicle movements can be used to generate valuable data about corridor performance levels, and
- A **Frequent Traveller Feedback website** can be applied on each corridor, allowing all stakeholders to provide feedback about relevant issues related to corridor infrastructure and services. This will generate valuable data about constraints that are experienced and the level of user satisfaction.

The **Border Survey Tablet Software** used for the baseline study will be available for future phases of the project.

Improving corridor performance

Overall approach for identifying bottlenecks to trade facilitation

The data and analysis from this project were used to identify and summarize the bottlenecks on trade flow on the 4 corridors serving Malawi, followed by recommendations on how the corridor performance can be improved, based on a variety of interventions. This was followed by an Action Plan for implementation. To structure the recommendations in a sensible manner it was necessary to define an approach designed to enhance the performance of the corridors. Many of the recommendations are outside the control of the Malawian government, requiring a split between national and regional interventions.

SADC's main supply chains for all commodities are predominantly the road corridors linking SADC's agricultural production and manufacturing areas with the major ports. To improve logistics along the corridors, and so reduce costs of production and improve competitiveness, both infrastructure, including ports, border crossings, road, rail, warehousing and inland container depots (ICDs) and logistics systems (sometimes referred to as soft infrastructure) will need to be improved.

Components of infrastructure, trade facilitation, transit and transport facilitation and corridor management systems were used as a framework to carry out a gap analysis of the SADC transport and transit corridors along which most trade to and from Malawi takes place. The major physical and non-

physical barriers to trade on each corridor were then analysed and presented, followed by a summary of bottlenecks identified on each corridor.

The focus of the recommendations is on trade and transit-transport facilitation along these routes, which does not include the full transport system of each corridor. It is useful to keep in mind that “Trade Facilitation refers to the streamlining, simplification, integration, harmonization and standardization of international trade and transport procedures, processes and documentation to allow for easier flow of persons, means of transport, goods, services and trade at both national and international level. It includes the removal of all physical and non-physical barriers that hinder trade and transport including infrastructure constraints, laws, policies, regulations, systems, standards and procedures”.

A summary matrix was developed that depicts the basic architecture of the data-capture framework for key issues relating to infrastructure development, trade facilitation, sanitary and phyto-sanitary (SPS) / technical barriers to trade (TBT), transit-transport facilitation and management systems. These categories of trade barriers have been distilled from the analysis done in this part of the work. The framework was used to capture the issues that informed the identification of the major barriers to trade on the Dar Es Salaam, Nacala, Beira and Durban Corridors that service the Malawian market.

Corridor Improvement Recommendations

The headline issues and recommendations that the GoM can act on are as follows:

Table 12: Headline issues and recommendations

Pillar	Issue	Recommendations
1. Higher Performing Infrastructure Networks	<ol style="list-style-type: none"> 1. Conversion of Songwe, Mwanza, Dedza , Milanje, Mandimba and Mchinji border posts to One Stop Border Posts (OSBP). 2. Implement a tracking system to increase visibility of in-transit consignments on the Nacala railway. 3. Communicate scheduling of railway maintenance with customers to enhance reliability of service. 4. Streamline the impact of contramarker acquittal at the Entre Lagos / Nyuchi border and the removal of the need for electronic seals to track cargo in Mozambique. 5. Need to rationalise the proliferation of dry ports in Malawi, to enhance multi-modal integration to expand logistics options for the country. 	<ol style="list-style-type: none"> 1. Commissioning of the Mchinji OSBP systems should be completed as soon as practically possible. 2. Dedza OSBP should be completed, and ancillary systems should be commissioned as soon as practically possible 3. Development and commissioning of OSBP facilities and ancillary systems at Milanje, Mandimba, Mwanza and Songwe should be fast-tracked. 4. Encourage the implementation of a tracking system to increase visibility of in-transit rail consignments on the Nacala railway. 5. Encourage more effective communication of the railway maintenance schedule to improve planning logistics on the Nacala railway. 6. Engage Mozambique Customs on the scope to streamline the process of contramarker acquittal and to remove the need for electronic seals for transit cargo through Mozambique territory. 7. Prioritise the development of dry ports in strategic locations to enhance multi-modal integration in Malawi and reduce congestion at maritime port terminals.

Pillar	Issue	Recommendations
2. Enhanced Trade Facilitation Processes	<p>6. Limited capacity of the National Trade Facilitation Committee (NTFC) to implement the World Trade Organisation (WTO) – Trade Facilitation Agreement (TFA).</p> <p>7. Improve risk management to lessen the need for physical inspections to speed up cargo clearance process.</p> <p>8. Need to accelerate implementation of the Authorised Economic Operators (AEO) and/or Preferred Traders Programme (PTP) programme to enhance risk management.</p> <p>9. Malawi Customs does not operate a Single Window system (and neither does Mozambique and Zambia).</p> <p>10. COMESA Customs Bond Guarantee Scheme is apparently not operational in Malawi.</p> <p>11. No roll-out of COMESA-Simplified Trade Regime (STR) at key Mozambique borders by Malawi.</p> <p>12. International transit fees for Mozambique vehicles are high in Malawi (versus COMESA/SADC rates), which raises the costs to Malawian registered trucks on the Beira and Nacala Corridors.</p> <p>13. SADC 3rd Party Insurance not sufficient in Malawi, which prefers the use of the COMESA Yellow-Card Insurance Scheme.</p>	<p>8. Continue to build the capacity of the NTFC to implement the WTO-TFA instruments, especially those relating to Coordinated Border Management (CBM).</p> <p>9. Use this enhanced capacity in CBM to implement CBM practices at Songwe, Mwanza, Dedza , Milanje, Mandimba and Mchinji borders.</p> <p>10. AEO or PTP programme implementation should be accelerated by targeting larger transport firms plying the busier Beira and Durban routes.</p> <p>11. Establish a National Single Window as an online platform to process trade documentation (IT systems to link with other CBM agencies and neighbouring countries).</p> <p>12. Review the reasons for the non-operation of the COMESA Bond Guarantee Scheme in Malawi.</p> <p>13. Identify the bottlenecks to the inadequate roll-out of COMESA-STR at Mozambique/Malawi borders.</p> <p>14. Review all road user charges in Malawi and surrounding states including International Transit Fees to ensure that levels of charges are not to the detriment of Malawian truckers.</p> <p>15. Review the reasons for why the COMESA 3rd Party Insurance (Yellow-Card) is preferred over the SADC Insurance Scheme.</p>

Pillar	Issue	Recommendations
3. Reduced use of SPS and TBT Measures	<p>14. Ancillary documentation from many agencies with headquarters in different locations raises costs.</p> <p>15. Requirement for new documents for every consignment, rather than the season, is expensive.</p>	<p>16. Integrate trade documentation through the National Single Window.</p> <p>17. Relax requirement for documentation to once in a season unless there are changed circumstances such as new plant pests being identified.</p>
4. Improved Transport and Immigration Procedures	<p>16. Weigh-in-motion scales at some weighbridges are non-operational resulting in ineffective pre-screening.</p> <p>17. Update traffic survey data to verify the upgrading of weighing stations as proposed in the TTTFP Regional Weighbridge Location Plan (RWLP).</p> <p>18. Upgrading of weighing stations to the TTTFP design standards as proposed in the RWLP.</p> <p>19. Need to enhance driver training, qualifications, registration and regulation.</p>	<p>18. A weighing station improvement plan should be developed.</p> <p>19. The network of weighbridges along corridors should be linked to avoid unnecessary repeat weighing of vehicles.</p> <p>20. The efficiency of weighing stations should be improved through implementing systems to limit corrupt practices.</p> <p>21. A programme for improving driver training and qualifications, registration and regulation should be developed.</p>
5. Strengthened Regional Corridor Management Systems	<p>20. GoM needs to improve regulation of rail concession to enhance performance to ensure that the objective of lowering cost and increasing efficiencies are realised.</p> <p>21. Collapse of the Dar es Salaam Corridor Coordinating Committee.</p> <p>22. Non-existence of a Corridor Management Committee for the Nacala, Beira and North-South (Durban) Corridors.</p>	<p>22. Rail concessioning regulation should be improved to lower costs and improve efficiency.</p> <p>23. The suitable format of a Corridor Management Institution (CMI) should be developed with sustainable funding and promoting co-operation with other corridor states.</p>

Pillar	Issue	Recommendations
6. Other Non-Trade Measures	<p>23. Export and import procedures are bureaucratic requiring a myriad of documents to export products.</p> <p>24. Bureaucracy around import prohibitions, restrictions and licensing raises costs.</p> <p>25. Malawi has yet to establish an authority competent to conduct anti-dumping investigations.</p> <p>26. Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature</p> <p>27. Complex system of taxation in raises the costs of imports into Malawi.</p> <p>28. Malawi maintains ROO for non-preferential purposes, but WTO notifications suggest otherwise.</p> <p>29. MBS facilities to try to obtain international accreditation</p> <p>30. Currency declaration required for exports to be enhanced by better information exchange.</p> <p>31. Reassess export licencing of non-essential foods</p> <p>32. Reduce mandatory export inspections and let export quality be market driven.</p> <p>33. Avoid duplication of import inspections and increase transparency.</p>	<p>24. Involve Ministry of Industry and Trade (MIT) and Malawi Trade and Investment Centre (MTIC) in resolving other NTMs for harmonization.</p>

Implementation Action Plan

When compiling the Implementation Action Plan, it was kept in mind that there are many ongoing studies, projects and initiatives ongoing in the SADC region aimed at improving the flow of trade on the many corridors in the sub-continent. It was therefore decided to focus on Malawi-specific actions that can improve trade flows on the corridors through the country.

The following table presents the Implementation Action Plan. The specific action is presented, with activities that should be undertaken, and the entity that should take the lead for its implementation:

Table 13: Implementation Action Plan

No	Action	Activities	Entity responsible
1.	Develop and implement OSBPs at Songwe, Mwanza, Dedza, Milanje, Mandimba and Mchinji	<ol style="list-style-type: none"> 1. Complete the commissioning of the Mchinji OSBP 2. Complete the Dedza OSBP and ensure ancillary facilities are available 3. Develop and implement of OSBPs at Milanje, Mandimba, Mwanza and Songwe in a fast-tracked manner 	Ministry of Transport and Public Works
2.	Develop inland terminals/dry ports	<ol style="list-style-type: none"> 4. Feasibility study to determine location, size, layout and implementation mode (public or PPP) (ongoing) 5. Once approved, proceed with implementation plan for funding, physical construction and systems implementation 	Ministry of Trade and Industry
3.	Inform traders on railway maintenance scheduling	<ol style="list-style-type: none"> 6. Provide web-access to the scheduling of railway maintenance 	Ministry of Transport and Public Works
4.	Improve weighing stations infrastructure and operations	<ol style="list-style-type: none"> 7. Implement a weighing station improvement programme 8. Link network of weighing through IT system to eliminate repeated weighing of vehicles within limits 9. Implement MaTIS at weigh stations and upgrade the design of the weigh stations in accordance with TTFP design standards, inclusive of cameras and a cashless payment system, to limit corruption at weighing stations - the 	Malawi Roads Authority, Ministry of Transport and Public Works

No	Action	Activities	Entity responsible
		adaptation of the layout of the weigh stations in accordance with the TTTFP design requirements will also limit corruption by providing clear routes for vehicles 10. Update Average Daily Truck Traffic Surveys to confirm the correct upgrading of weighing stations	
5.	Implement short-term border post physical improvements	11. Improve internet connectivity at border posts – Mwanza, Dedza, Mchinji, others 12. Improve backup power capacity - Mwanza	Malawi Revenue Au /Telecom Companies Ministry of Transport and Public Works
6.	Implement medium to longer term border post improvements	13. Endure adequate staff housing – Dedza 14. Provide more border patrol vehicles at porous border posts – Dedza, Mchinji/Mwami 15. Implement modern ICT solutions to streamline cargo processing and enforce compliance 16. Implement the COMESA STR – Mchinji border post 17. Computerize OGAs, provide access to ASYCUDA and develop and implements a SWS – Mwanza border post and others 18. Reduce border post processing times by removing processing obstacles – Dedza, Mwanza and Songwe border posts	Ministry of Transport and Public Works Malawi Police Services Ministry of Trade Industry, Malawi Revenue Authority Ministry of Trade Industry, Malawi Revenue Authority
7.	Malawi cooperates actively with the TTTFP Technical Assistance Committees	19. Amend Road Traffic Act to include the final outstanding issues 20. Domesticated and implement the Vehicle Load Management Model Law, Regulations and Systems 21. Domesticated and implement the Dangerous Goods Model Law 22. Domesticated the Cross Border Road Transport Act and Regulations and implement such	Ministry of Transport and Public Works, Directorate of Road Traffic and Safety Services, Malawi Revenue Authority,

No	Action	Activities	Entity responsible
			Malawi Police Service, Ministry of Justice
8.	Improve trade facilitation	23. Implement improved Coordinated Border Management system at Songwe, Mwanza, Dedza, Milanje, Mandimba and Mchinji border posts 24. Accelerate the implementation of the AEO program 25. Simplify the trade documentation needed for consignments. This includes making documents machine readable using 2D barcodes, and providing for verification of authenticity using digital signature embedded into 2D barcodes. 26. Develop and implement a National Single Window System on an online platform 27. Activate the COMESA Customs Bond Guarantee Scheme in Malawi	Ministry of Trade and Industry
9.	Strengthen Corridor Management Systems	28. Improve rail concessioning regulation to lower costs and improve efficiency 29. Investigate the suitable format of a Corridor Management Institution (CMI) with emphasis on sustainable funding and promoting co-operation with other corridor states	Ministry of Public Works and Transport

1. Introduction

1.1 Background to assignment

TradeMark East Africa (TMEA) initiated the Malawi Country Programme (MaCP), a 6-year programme, aimed at improving the trading environment in Malawi. As a landlocked country, the transport sector in Malawi plays a key role in advancing its economic development and socio-economic goals, with regional transport corridors facilitating the trading environment, enabling the development of key sectors, and managing the movement of imports and exports. It focussed its initial efforts to cope with the impacts of the COVID-19 pandemic. Understanding the current trade flows in Malawi resulting from the COVID-19 pandemic will be instrumental in devising interventions to mitigate the long-term impacts of the COVID-19 pandemic and support efficient trading and enhance business competitiveness in Malawi.

AIH Econogistics (Econogistics) was appointed by TradeMark East Africa (TMEA) for the study *“CONSULTANCY SERVICE FOR BASELINE, MIDTERM AND ENDLINE SURVEYS OF SELECTED MALAWI TRADE CORRIDORS AND BORDERS”* in October 2021.

Malawi has suffered not only from the unprecedented health implications but also the socioeconomic impacts from the increased measures at regional borders to curb the spread of this disease which have negatively impacted the trade flows through Malawi’s trade corridors. It is in this context that the 6-year Malawi Country Programme (MaCP) was initiated. Understanding how the pandemic has impacted current trade flows and performance of trade corridors will be instrumental in devising interventions to mitigate the short and long-term impacts of the COVID-19 pandemic and support efficient trading and enhance business competitiveness in Malawi.

The Terms of Reference (TOR) is quite specific in its spelling out of the scope of work. The ToR requires the consultant to undertake the following:

Assessment of the time and costs of moving goods (both exports and imports) along the selected corridors, i.e., Beira, Nacala, Dar es Salaam and North-South/Durban Corridor considering the available transport modes and routing options;

- Carrying out time and traffic surveys at selected borders i.e., Mwanza, Dedza, Mchinji (primary data surveys), and Songwe, Muloza and Mbilima border posts (secondary surveys);
- Assessment of the Non-Tariff Barriers (NTBs) including Technical Barriers to Trade (TBT) and Sanitary and Phyto-Sanitary Standards (SPS) measures affecting movement of trade along the selected trade corridors and borders;
- Assessment of time and costs involved in processing key trade documents including but not limited to certificate of origin, import and export licenses, standards and SPS compliance certificates issued by the authorized agencies.
- Preparation of a set of monitoring tools to strengthen the monitoring framework for the overall six-year TMEA Programme in Malawi; and,
- Recommendations on requisite interventions for a) improving the performance of Malawi corridors and borders b) enhancing efficiency on issuance of trade documents c) resolution of

Non-Tariff Measures (NTMs) and NTBs d) prepare the action plan and results framework for the proposed interventions clearly indicating timelines and estimated costs for each intervention.

The TOR is clear that the focus on four main corridors, namely Beira, Nacala, Dar es Salaam and North-South/Durban Corridors, including six key border posts of Zómbue-Mwanza, Colomué-Dedza, Milanje-Muloza and Mandimba-Chiponde, all between Mozambique-Malawi, and then Kasumulu-Songwe (Tanzania-Malawi), Mchinji-Mwami and Mbilima-Kanyala-Iromba-Tunduma (Isongole) (Malawi-Zambia-Tanzania). The four key seaports of interest are therefore Beira and Nacala, in Mozambique, Dar es Salaam in Tanzania and Durban, in South Africa.

The TOR also makes it clear that data collection for this assignment is largely limited to Malawi territory, but that the consultant should endeavour to collect relevant datasets beyond Malawi. The Consultant's good contact network along all these corridors, particularly stakeholders linked to the maritime ports of Dar es Salaam, Nacala, Beira and Durban, were engaged to obtain critical data relevant to assessing corridor performance for Malawi's imports and exports.

1.2 Report objective and structure

This document represents the draft final deliverable for the assignment, namely the **Draft Final Report**. It consists of the various outputs from the project, namely:

- **Output 2: Draft Corridor Performance Baseline Survey,**
- **Output 3: Non-Tariff Measures and Trade Documentation Assessment,**
- **Output 5: Border Post Time, Traffic and User Satisfaction Baseline Survey, and**
- **Output 6: Final Baseline Corridor Performance Survey.**

The Report is structured as follows:

- Chapter 1 (this section) provides the background to the assignment and the introduction to the report;
- Chapter 2 presents an overview and description of the corridors;
- In Chapter 3 a summary is given of the freight volumes on the corridors;
- Chapter 4 presents the assessment of Non-Tariff Measures (NTMs) on the corridors, and an assessment of Trade Documentation pertinent to the corridors;
- Chapter 5 provides the results of the border post time, traffic and user satisfaction baseline survey that was done;
- Chapter 6 presents the performance of the components of the corridors, the five year traffic assessment to and from Malawi, and the five year assessment of Customs Revenue at selected border posts;
- Chapter 7 discusses tools to monitor corridor performance;
- In Chapter 8 draft recommendations and action plans for improving corridor performance are given; and
- The report is concluded in Chapter 9.

The Annexes present relevant supporting information.

2. Overview and description of the study corridors

2.1 Corridor definition

The corridors serving the Malawian market include the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors. The map in Figure 7 shows the routings of these corridors. They can be summarised as follows:

Beira Corridor: Links the port of Beira by a road network through Chimoio in central Mozambique, to Zimbabwe via the Machipanda/Forbes borders and onto Zambia via the Chirundu border and the DRC via the Kasumbalesa border. *It also links Tete in central-north Mozambique onto Blantyre in southern Malawi, via the Zobue/Mwanza border and Lilongwe in central Malawi via the Calomue/Dedza border* and provides an alternative route to Zambia via the Cassacatiza/Chimefusa border. Two railway systems complement the road network, namely the Machipanda line linking Beira to Harare in Zimbabwe and the Sena line connecting Beira to Moatize in Tete province. Moatize is also the junction that integrates the Sena and Nacala railway systems. The rehabilitation of the spur from Muturara on the Sena line to the Vila da Nova Fronteira/Marka border and onto Blantyre in Malawi has commenced. Finally, the Feruka oil pipeline connects the port of Beira to an oil refinery at Feruka, just outside Harare in Zimbabwe, via the Forbes/Machipanda border.

Dar-es-Salaam Corridor: Links the port of Dar es Salaam by road to Mbeya in southern Tanzania, *which acts as a junction to Blantyre and Lilongwe in Malawi, via the Kasumulu/Songwe border* and Zambia via the Tunduma/Nakonde border and onto the DRC Copperbelt via the Kasumbalesa border. The Tanzania Zambia Railway Authority (TAZARA) railway links Dar es Salaam to the junction at Kapiri Mposhi in Zambia where it connects to the Zambian rail network, which links to the DRC (SNCC) rail network via the rail border at Sakania. Finally, the Tanzania–Zambia Crude Oil Pipeline (TAZAMA) oil pipeline connects Dar es Salaam to the Indeni Oil Refinery in Ndola, located in the Zambian Copperbelt.

Nacala Corridor: Links the general freight port of Nacala by road to Cuamba and Lichinga in Niassa province and Mocuba and Milanje in Zambezia province in northern Mozambique to Malawi, via the Mandimba/Chiponde and Milange/Muloza borders and onto Chipata in eastern Zambia via the Mchinji/Mwami border. *The general freight railway extends from Nacala through to Blantyre and Lilongwe in Malawi via the Entre Lagos/Nayuchi border_* and onto Chipata in Zambia via the Mchinji/Mwami border. A new rail section from the Nyaka junction in Malawi to Moatize in Tete province in Mozambique has been constructed and the existing sections from Nkaya to the new coal terminal at Nacala-a-Vehla port have been upgraded to the standards of a heavy-haul coal line.

North-South Corridor: Links the port of Durban to Botswana, DRC Copperbelt, *Malawi*, Zambia and Zimbabwe by a road network that has three arms, as follows:

- An eastern arm traverses South Africa to the Beitbridge border into Zimbabwe and onto either the Chirundu border or Victoria Falls/Livingstone border into Zambia before entering DRC via the Kasumbalesa border;
- *This eastern arm splits further at Harare in Zimbabwe in a north-easterly direction to Tete in Mozambique via the Nyamapanda/Cuchamano border to Lilongwe, Malawi via the*

Colomue/Dedza border and Blantyre, Malawi via the Zobue/Mwanza border and Chipata, Zambia via the Cassacatiza/Chimefusa border;

- The western arm traverses South Africa to either the Skilpadshek/Pioneer Gate, Kopfontein/Tlokweng or Groblersburg/Martins Drift borders into Botswana and onto the Kazungula border into Zambia before entering DRC via the Kasumbalesa border; and,
- This lattice like road network is also complemented by the North-South rail network, which commences on the South African rail network at the port of Durban (or the bulk port of Richards Bay) before entering onto the Zimbabwean rail network (including the privately operated Beitbridge Railway) at the Beitbridge border and then onto the Zambian rail network at the Victoria Falls/Livingstone border and onto the DRC (SNCC) rail network at the Sakania border.
- A secondary railway connects the South African rail network to the Botswana rail network at the Kopfontein/Tlokweng border and whilst this railway terminates at Francistown, it is linked to the North-South rail network at the Plumtree border where it connects to the Zimbabwean rail network.

2.2 Corridor routes to Malawi

Figure 7 below provides an overview of all major transport corridors that are operational within the SADC and EAC regions. For the purpose of this study the relevant corridors are Dar es Salaam, Nacala, Beira and North-South/Durban.

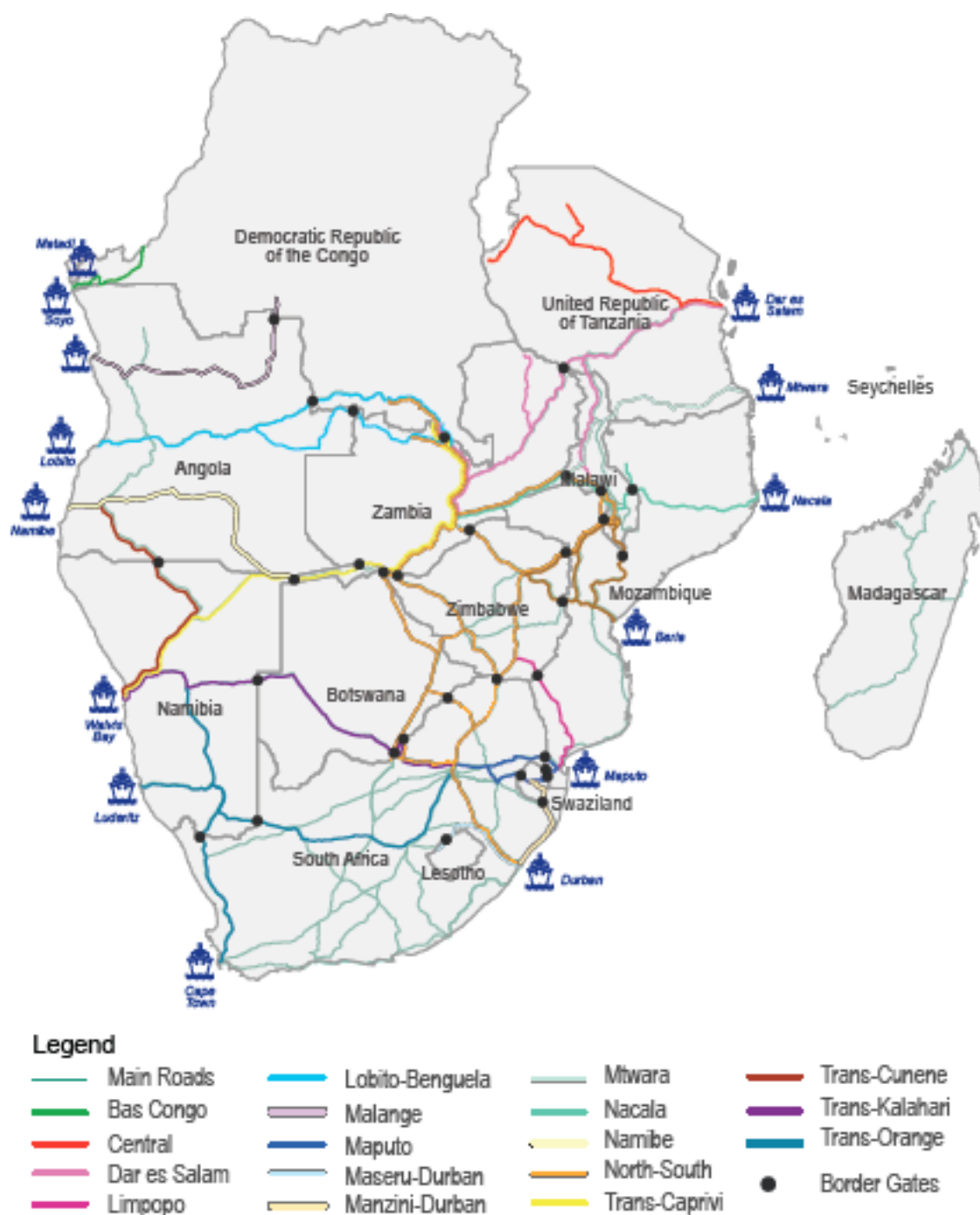


Figure 7: SADC and EAC transport corridors

The four corridors are shown in a regional context in the next four figures.

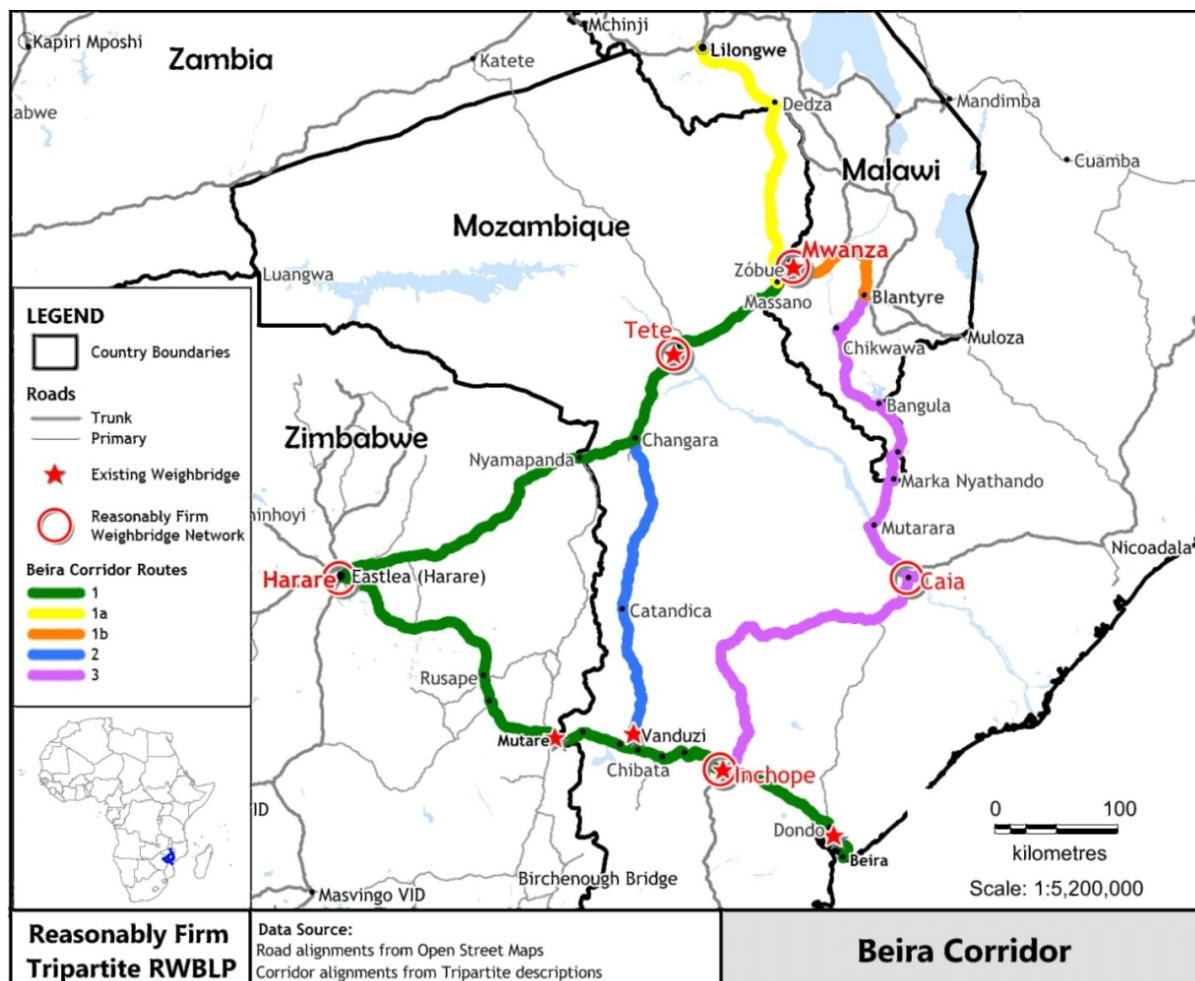


Figure 8: Beira Corridor

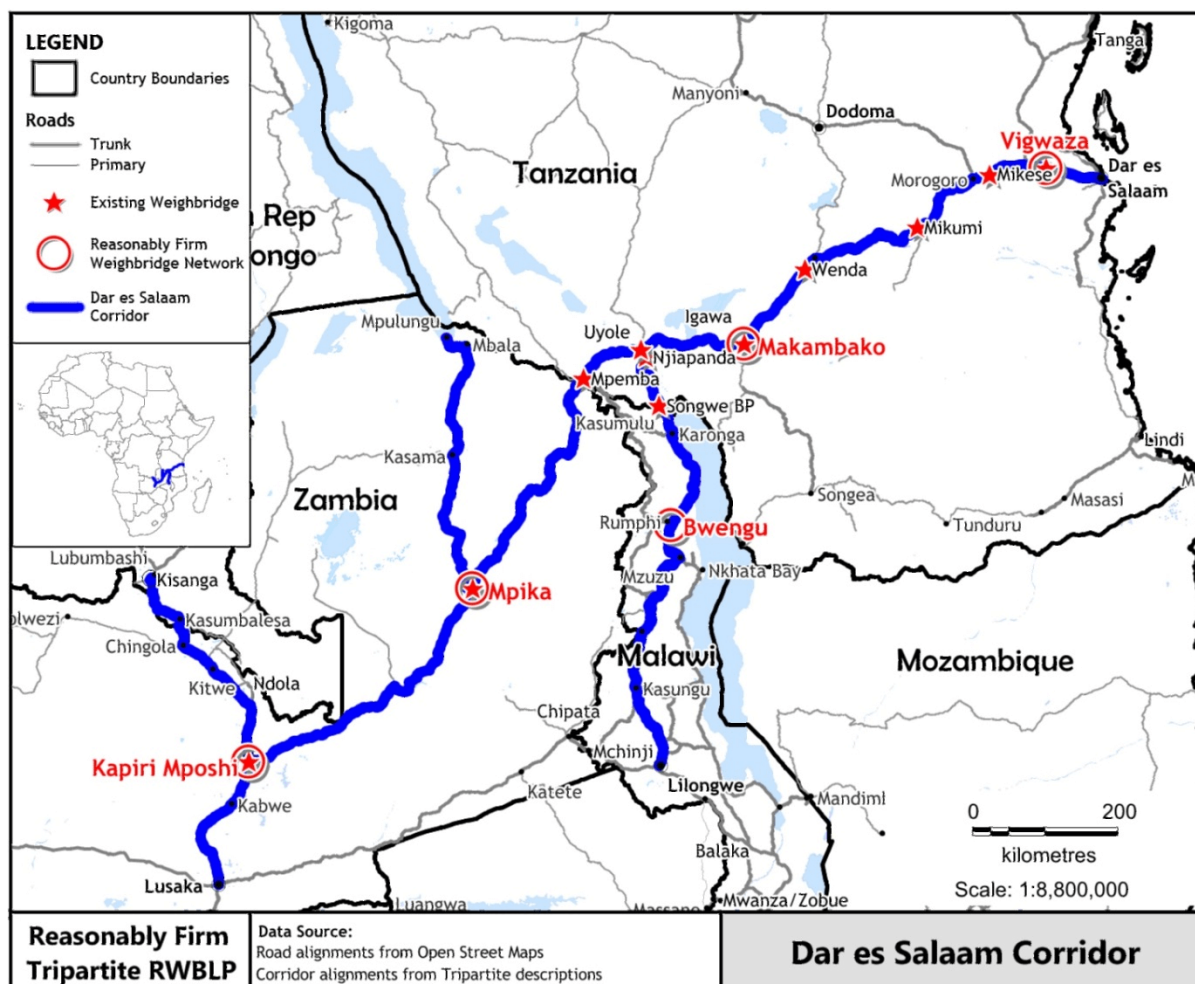


Figure 9: Dar es Salaam Corridor

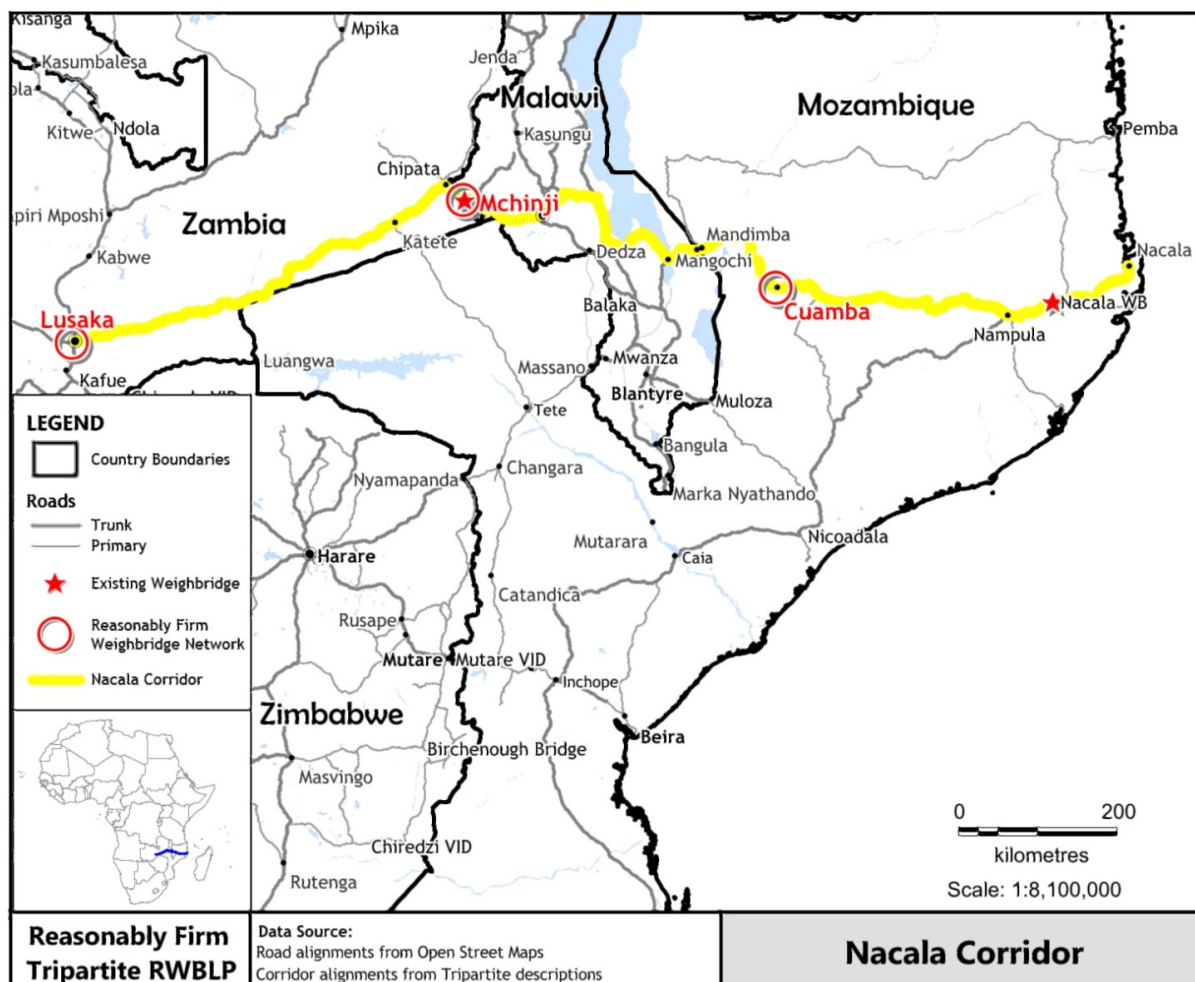


Figure 10: Nacala Corridor

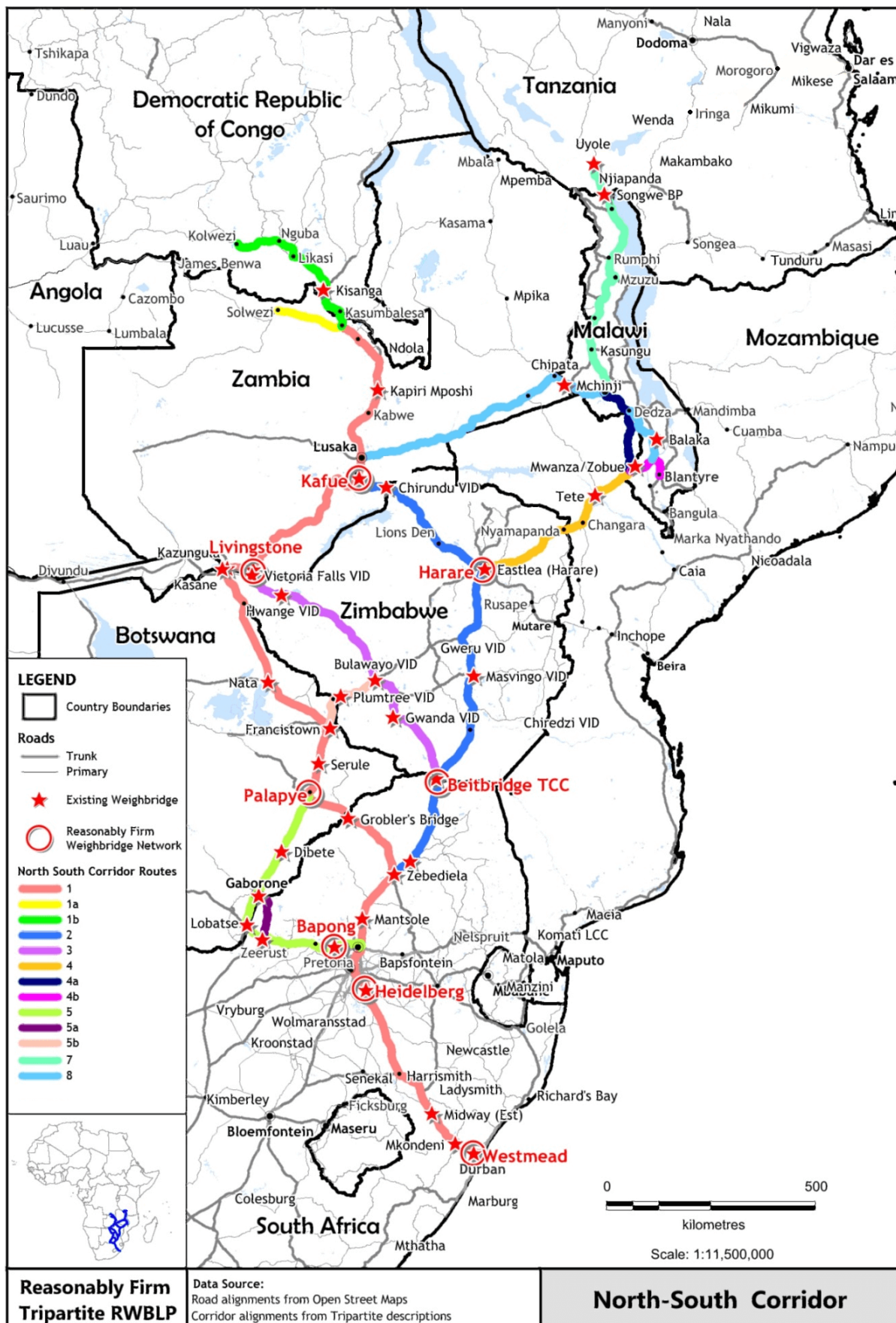


Figure 11: North-South Corridor

The specific routing of and distance covered by each corridor to Blantyre and Lilongwe in Malawi is summarised in Table 14 (Beira Corridor), Table 15 (Dar es Salaam Corridor), Table 16 (Nacala Corridor - Road), Table 17 (Nacala Corridor – Rail) and Table 18 (North-South Corridor), accompanied by figures showing the definition of the corridor in a regional context.

Table 14: Beira Corridor Route

Beira to Blantyre		Beira to Lilongwe	
Segment/Waypoint	Length (km)	Segment/Waypoint	Length (km)
Beira - Dondo	7,4	Beira - Dondo	7,4
Dondo		Dondo	
Dondo - Inchope	107,6	Dondo - Inchope	107,6
Inchope		Inchope	
Inchope - Chimoio	62,2	Inchope - Chimoio	62,2
Chimoio		Chimoio	
Chimoio - EN6_102	16,5	Chimoio - EN6_102	16,5
EN6_102		EN6_102	
EN6_102 - Tete	365,8	EN6_102 - Tete	365,8
Tete		Tete	
Zobue Moz		Colomue Moz	
Mwanza Malawi		Dedza Malawi	
Tete - Blantyre	227,0	Tete - Lilongwe	379,0
Total	786,4	Total	938,4

Source: Econogistics, 2021

Table 15: Dar Es Salaam Corridor Route

Dar es Salaam to Lilongwe / Blantyre	
Segment/Waypoint	Length (km)
Dar Port	
Dar Port Waiting Zone	
Dar ICDs (1)	5
Dar ICDs (2)	10
Rest of Dar	10
Rest of Dar - Misugusugu PS	45,5
Misugusugu PS	
Misugusugu PS - Vigwaza WB	19,3
Vigwaza WB	
Vigwaza WB - Mikese WB	89,6
Mikese WB	
Mikese WB - Morogoro	33,4
Morogoro	

Dar es Salaam to Lilongwe / Blantyre	
Segment/Waypoint	Length (km)
Morogoro - Mikumi WB	117
Mikumi WB	
Mikumi WB - Iringa	189
Iringa	
Iringa - Wenda Weigh Bridge	24
Wenda Weigh Bridge	
Wenda Weigh Bridge - Makambako WB	141
Makambako WB	
Makambako WB - Uyole WB	164
Uyole WB	
Uyole WB - Kasumulu/Songwe Border	103
Kasumulu/Songwe Border	
Kasumulu/Songwe Border - Mzuzu	268
Mzuzu	
Mzuzu - Kasungu	232
Kasungu	
Kasungu - Lilongwe	125
Total Lilongwe	1 575,8
Lilongwe-Blantyre	308
Total Blantyre	1 883,8

Source: Econogistics, 2021

Table 16: Nacala Road Corridor Route

Nacala to Blantyre / Lilongwe		
Road Arterial	Section	Km
Major Backbone N-0: Nacala-Blantyre	Nacala-Nampula	209
	Nampula-Mocuba	398
	Mocuba-Milange	192
	Mulanje-Blantyre	361
Spur N-1: Namialo-Metoro		-
Minor Backbone N-2: Nampula-Liwonde-Blantyre / Lilongwe	Nampula-Malema	334
	Malema-Cuamba	114
	Cuamba-Mandimba	150
	Chiponde-Liwonde	113
	Liwonde-Blantyre	154
	Liwonde-Lilongwe	239
Spur N-2.1: Mandimba-Lichinga		150

Nacala to Blantyre / Lilongwe		
Road Arterial	Section	Km
Spur N-3: Blantyre-Lilongwe		450
Spur N-3.1: Blantyre-M1/M5 (via M1/M6)		119
Distance Nacala-Blantyre (via Milanje border)¹		1 160
Distance Nacala-Lilongwe (via Milanje border)		1 610
Distance Nacala-Blantyre (via Mandimba border)		1 074
Distance Nacala-Lilongwe (via Mandimba border)		1 159

Source: Econogistics, 2021

Table 17: Nacala Rail Corridor Route

Station		Distance (km)	
1	Nacala	0	0
2	Monapo	80	80
3	Namialo	107	107
4	Anchilo	175	175
5	Nampula	192	192
6	Multivaze	232	232
7	Namina	269	269
8	Ribaue	315	315
9	Iapala	351	351
10	Riane	390	390
11	Malema	429	429
12	Tul	450	450
13	Nacata	463	463
14	Mutuali	479	479
15	Murisso	498	498
16	Cuamba	533	533
17	Mitande	643	643
18	Lichinga	795	795
19	Caronga	571	571
20	Tobue	591	591
21	Entre Lagos	610	610
23	Nyuchi	2	612
24	Liwonde	75	685
25	Nkaya	101	711
26	Blantyre	189	799
27	Limbe	197	807
28	Balaka	117	727

¹ This is the primary route being used by transporters at present because the route via the Mandimba/Chiponde border is not yet fully operational.

Station		Distance (km)	
29	Chipoka	226	836
30	Salima	273	883
31	Kanengo	378	988
32	Lilongwe	384	994
33	Mchinji	388	998
34	Chipata	531	1 141

Source: Nacala Logistics, 2021

Table 18: North-South Corridor Route

Durban – Blantyre		Durban - Lilongwe	
Segment/Waypoint	Length (km)	Segment/Waypoint	Length (km)
Durban		Durban	
Durban – Pietermaritzburg	77,9	Durban - Pietermaritzburg	77,9
Pietermaritzburg – Mooi River	64,1	Pietermaritzburg – Mooi River	64,1
Mooi River – Harrismith	197,7	Mooi River - Harrismith	197,7
Harrismith – Johannesburg	277,3	Harrismith - Johannesburg	277,3
Johannesburg		Johannesburg	
Johannesburg – Pretoria	65,5	Johannesburg - Pretoria	65,5
Pretoria – Polokwane	260	Pretoria - Polokwane	260
Polokwane – Beit Bridge	217	Polokwane – Beit Bridge	217
Beit Bridge_SA		Beit Bridge_SA	
Beit Bridge_Zim		Beit Bridge_Zim	
Beit Bridge – Bulawayo	324	Beit Bridge - Bulawayo	324
Bulawayo		Bulawayo	
Bulawayo – Harare	439	Bulawayo - Harare	439
Harare		Harare	
Harare – Nyamapanda	236	Harare - Nyamapanda	236
Nyamapanda_Zim		Nyamapanda_Zim	
Nyamapanda_Moz		Nyamapanda_Moz	
Nyamapanda – Tete	146	Nyamapanda - Tete	146
Tete – Zobue	121	Tete - Calomue	301
Zobue_Moz		Caloume_Moz	
Mwanza_Mal		Dedza_Mal	
Mwanza – Blantyre	110	Dedza - Lilongwe	93
Total to Blantyre	2 535,5	Total to Lilongwe	2 698,5

Source: Econogistics, 2021

2.3 Terminology

This report has sought to standardise the use of concepts and terms. For example, considering locations: a “place” may just be a point on a map or it may also be a transport “waypoint” where a movement is delayed. A place that generates traffic in its own right is an “origin” or “destination” (which are generically referred to as “nodes”). Similarly, standard terms are used for the linear sections between places, and for how movement sets are assembled. Table 19 gives details about the concepts and terms used throughout this section of the report.

Table 19: Terminology

Terms	Definition
Place	Points that describe the background spatial organisation
Mode	Rail, road, inland waterway. “Port” is not a mode. “Marine” is a mode but falls outside the scope of the study
Origin	Place that generates traffic: journey starting point
Destination	Place that generates traffic: journey end point
OD Pair	Unique combination of one origin (e.g. “A”) and one destination (e.g. “B”)
Node	Either an origin or a destination
Waypoint	Transport hold-points, including port, border post, weighbridge, inland container depot, police post, rail station, transshipment station, etc. Waypoint is always associated with a place
Link	Connects two waypoints
Component	Waypoints and links
Pathway	All possible components from which a route may be composed
Backbone	The major pathway
Spur	Minor pathways linked to the backbone pathway
Route	Unique routing between an OD pair, made up of “components”
Direction	Direction AB, or BA
Corridor	Links with high incidence of routes
Trip	A one-way movement between nodes A and B
Journey	A two-way movement between nodes A and B and B and A

Source: Econogistics, 2021

3. Corridor freight volumes

3.1 Introduction

This section provides a preliminary review of the trade volumes moving along the regional corridors serving the Malawian market. It provides a five-year perspective by taking two snapshots, one in 2016 and the other in 2020.

This data has been compiled from various sources to derive a picture of the relative importance of regional trade corridors serving the Malawian market, including the following:

- ITC Trademap for import and export data for 2016 and 2020;
- Port throughput statistics from the Tanzanian Ports Authority (TPA);
- Port throughput statistics from the Portos e Caminhos Ferro do Moçambique (CFM);
- Port throughput statistics from Cornelder de Moçambique (CdM) and Portos dos Norte (PN), the port operators for the Beira and Nacala ports respectively; and,
- Railway volumes for 2016 from Nacala Logistics, who operate the freight railway from Malawi to Mozambique.

The structure of this section is as follows:

- Section 3.2 reviews the situation in 2016, with the following sub-sections:
 - Section 3.2.1 reviews the exports and imports profile, for both international and regional trade, in Malawi for 2016;
 - Section 0 reviews the allocation of exports and imports, for both international and regional trade, in Malawi to regional trade corridors for 2016;
- Section 3.3 reviews the situation in 2020, with the following sub-sections:
 - Section 3.3.1 reviews the exports and imports profile, for both international and regional trade, in Malawi for 2016;
 - Section 0 reviews the allocation of exports and imports, for both international and regional trade, in Malawi to regional trade corridors for 2016;
- Section 3.4 pulls the analysis together by providing some conclusions on the material changes, particularly with respect to the allocation of trade flows to each of the four regional corridors under review, over the period 2016 to 2020.

It is envisaged that this analysis will be augmented by more granular data that has been sourced from the Malawi Revenue Authority (MRA) for the period 2016 to 2020. In addition, it will be possible to layer data on the characteristics of the national trucking fleet and its participation on each of these corridors, from data that obtained from the Department of Road Traffic and Safety Services (DRTSS).

Finally it is expected that the two components of the border post survey, namely the profiling of respondents who participate in the survey, plus the user satisfaction questionnaire will be able to provide additional insights into how corridor stakeholders view each regional trade corridor.

3.2 Exports and Imports 2016

3.2.1 Main Commodities

Table 20 highlights Malawi's exports and imports by commodity for 2016. The main exports are tobacco, sugar, animal feed, pulses, tea and groundnuts. The main imports were maize, fuel, fertilizer, cement, wheat and soap noodles. For exports, international trade accounts for 55% and regional trade for 45% of the export basket. For imports, international trade accounts 62% and regional trade for 38% of the import basket. For exports and imports, international trade accounts 61% and regional trade for 39% of all trade to/from Malawi.

Table 20: Malawi Exports and Imports By Commodity, 2016

ALL EXPORTS (tonnes per annum)		REGIONAL EXPORTS (tonnes per annum)		MAIN COMMODITIES EXPORTED TO THE REGION
Tobacco	150 104	Angola	0	
Sugar	141 291	Botswana	7 730	Soya
Animal Feed	48 528	Congo, DR	235	
Pulses	45 026	Kenya	16 102	Groundnuts
Tea	43 656	Mozambique	26 699	Ethyl Alcohol
Groundnuts	13 218	Namibia	596	
Ethyl Alcohol	12 613	South Africa	74 747	Tea, Animal Feed, Fibreboard, Plywood, Sugar, Rubber
Fibreboard	9 644	Tanzania	59 177	Sugar Cane
Sawn Wood	9 021	Zambia	11 021	Plywood
Soybeans	816	Zimbabwe	51 615	Animal Feed, Vegetables, Maize
Other Exports	81 356			
Sub-Total	555 273	<i>Regional</i>	<i>247 922</i>	<i>Regional exports constitute 45% of all Malawi's exports</i>
<i>International</i>	<i>55%</i>	<i>International</i>	<i>307 351</i>	
<i>Regional</i>	<i>45%</i>			

IMPORTS (tonnes per annum)	
Maize	322 226
Fuel	302 249
Fertilizer	289 377
Cement	244 193
Wheat	211 300
Other Imports	972 281
Sub-Total	2 341 626
<i>International</i>	<i>62%</i>
<i>Regional</i>	<i>38%</i>

REGIONAL IMPORTS (tonnes per annum)	
Angola	0
Botswana	28 700
Congo, DR	87
Mozambique	80 076
Kenya	14 529
Namibia	557
South Africa	253 261
Tanzania	53 895
Zambia	426 836
Zimbabwe	27 993
<i>Regional</i>	<i>885 934</i>
<i>International</i>	<i>1 455 692</i>

EXPORTS & IMPORTS	
Total	2 896 899
<i>International</i>	<i>1 763 043</i>
<i>Regional</i>	<i>1 133 856</i>

MAIN COMMODITIES IMPORTED FROM THE REGION
Salt
Coal, Fertilizer, Molasses, Tobacco
Sugar (Confectionary), Margarine, Salts, Soaps, Registers
Fuel, Polymers, Fertilizer, Iron/Steel Products, Food Prep
Cement, Gypsum, Carboys, Fish, Fuel
Maize, Cement, Tobacco
Gypsum, Cement
<i>Regional imports are almost 40% of all Malawi's imports</i>

%
100%
<i>61%</i>
<i>39%</i>

Source: Econogistics Compilation from Various Sources, 2021

3.2.2 Allocation by Corridor

Table 21 highlights that in 2016, Durban was the most important corridor, accounting for 51% of all Malawi's trade (35% exports and 54% imports), followed by Beira with 33% of all trade (44% of exports and 30% of imports), Nacala with 8% of all trade (10% exports and 8% imports) and Dar es Salaam, also with 8% of all trade (11% exports and 7% imports).

Table 21: Malawi Exports and Imports by Corridor, 2016

MALAWI INTERNATIONAL TRAFFIC (tonnes per annum)												
2016	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	200	0,1%	55 480	18,1%	201 300	65,5%	50 370	16,4%	0	0,0%	307 350	100,0%
IMPORTS	128 500	8,8%	186 300	12,8%	610 900	42,0%	529 600	36,4%	400	0,0%	1 455 700	100,0%
ALL	128 700	7,3%	241 780	13,7%	812 200	46,1%	579 970	32,9%	400	0,0%	1 763 050	100,0%
MALAWI REGIONAL TRAFFIC (tonnes per annum)												
2016	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	59 177	23,9%	0	0,0%	42 801	17,3%	145 348	58,6%	596	0,2%	247 922	100,0%
IMPORTS	53 895	6,1%	0	0,0%	94 605	10,7%	736 877	83,2%	557	0,1%	885 934	100,0%
ALL	113 072	10,0%	0	0,0%	137 406	12,1%	882 225	77,8%	1 153	0,1%	1 133 856	100,0%
MALAWI ALL TRAFFIC (tonnes per annum)												
2016	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	59 377	10,7%	55 480	10,0%	244 101	44,0%	195 718	35,2%	596	0,1%	555 272	100,0%
IMPORTS	182 395	7,8%	186 300	8,0%	705 505	30,1%	1 266 477	54,1%	557	0,0%	2 341 234	100,0%
ALL	241 772	8,3%	241 780	8,3%	949 606	32,8%	1 462 195	50,5%	1 153	0,0%	2 896 506	100,0%

Source: Econogistics Compilation from Various Sources, 2021

3.3 Exports and Imports 2020

3.3.1 Main Commodities

Table 22 highlights Malawi's exports and imports by commodity for 2020. The main exports are sugar, tobacco, animal feed, tea, groundnuts, pulses, soybeans, bran, fibreboard and ethyl alcohol. The main imports were fertilizer, fuel, cement, wheat and soap noodles. For exports, international trade accounts for 49% and regional trade for 51% of the export basket. For imports, international trade accounts 61% and regional trade for 39% of the import basket. For exports and imports, international trade accounts 66% and regional trade for 34% of all trade to/from Malawi.

Table 22: Malawi Exports and Imports, 2020

ALL EXPORTS (tonnes per annum)		REGIONAL EXPORTS (tonnes per annum)		MAIN COMMODITIES EXPORTED TO THE REGION	
Sugar	135 788	Angola	37		
Tobacco	112 439	Botswana	1 282	Tea, Soya	
Animal Feed	66 045	Congo, DR	4 375	Sugar	
Tea	46 923	Kenya	62 408	Sugar, Groundnuts	
Groundnuts	45 514	Mozambique	14 109	Oilcake	
Pulses	35 433	Namibia	792	Pulses	
Soybeans	27 903	South Africa	63 744	Bran, Tea, Oilcake, Groundnuts, Sugar, Oilseed, Fibreboard, Rubber	
Bran	22 256	Tanzania	56 185	Oilcake, Groundnuts, Fibreboard, Sugar, Soya	
Fibreboard	12 337	Zambia	28 366	Ethyl Alcohol, Sacks, Fibreboard, Soya, Groundnuts	
Ethyl Alcohol	4 848	Zimbabwe	70 173	Oilcake, Pulses, Soya, Bran, Groundnuts	
Other Exports	81 696				
Sub-Total	591 182	<i>Regional</i>	<i>301 471</i>	<i>Regional exports constitute just over 50% of all Malawi's exports</i>	
<i>Regional</i>	<i>51%</i>	<i>International</i>	<i>289 711</i>		
<i>International</i>	<i>49%</i>				

IMPORTS (tonnes per annum)	
Fertilizer	673 301
Fuel	322 484
Cement	297 512
Wheat	127 512
Soap Noodles	55 660
Other Imports	1 385 027
Sub-Total	2 861 496
<i>Regional</i>	<i>31%</i>
<i>International</i>	<i>69%</i>

REGIONAL IMPORTS (tonnes per annum)	
Angola	0
Botswana	28 700
Congo, DR	87
Mozambique	80 076
Kenya	14 529
Namibia	557
South Africa	253 261
Tanzania	53 895
Zambia	426 836
Zimbabwe	27 993
<i>Regional</i>	<i>876 959</i>
<i>International</i>	<i>1 984 537</i>

MAIN COMMODITIES IMPORTED FROM THE REGION
Salt
Coal, Molasses, Petroleum Oils, Cement, Salts
Soap, Sugar (Confectionary), Margarine
Fish
Particle Board, Polymers, Cereal Flour/Grains, Wood, Building Materials
Soap, Cement, Carbuoys
Cement, Molasses, Quicklime, Bars/Rods, M/Water, Gypsum
Coke, Wood, Gypsum, Coal
Regional imports are one-third (34%) of all Malawi's imports

EXPORTS & IMPORTS	
Total	3 452 678
<i>Regional</i>	<i>1 178 430</i>
<i>International</i>	<i>2 274 248</i>

%
100%
<i>34%</i>
<i>66%</i>

Source: Econogistics Compilation from Various Sources, 2021

3.3.2 Allocation by Corridor

Table 23 highlights that in 2020, Durban was the most important corridor, accounting for 39% of all Malawi's trade (31% exports and 41% imports), followed by Beira with 38% of all trade (54% of exports and 34% of imports), Dar es Salaam with 15% of all trade (9% exports and 15% imports) and Nacala, with 8% of all trade (5% exports and 9% imports).

Table 23: Malawi Exports and Imports By Corridor, 2020

MALAWI INTERNATIONAL TRAFFIC (tonnes per annum)												
2020	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	260	0,1%	32 000	11,0%	242 000	83,5%	15 450	5,3%	0	0,0%	289 710	100,0%
IMPORTS	407 210	20,4%	252 900	12,7%	885 000	44,4%	446 930	22,4%	0	0,0%	1 992 040	100,0%
ALL	407 470	17,9%	284 900	12,5%	1 127 000	49,4%	462 380	20,3%	0	0,0%	2 281 750	100,0%
MALAWI REGIONAL TRAFFIC (tonnes per annum)												
2020	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	56 185	18,6%	0	0,0%	76 517	25,4%	167 977	55,7%	792	0,3%	301 471	100,0%
IMPORTS	64 269	7,3%	0	0,0%	98 024	11,2%	714 045	81,4%	621	0,1%	876 959	100,0%
ALL	120 454	10,2%	0	0,0%	174 541	14,8%	882 022	74,8%	1 413	0,1%	1 178 430	100,0%
MALAWI ALL TRAFFIC (tonnes per annum)												
2020	DSM	%	NACALA	%	BEIRA	%	DURBAN	%	WALVIS BAY	%	TOTAL	%
EXPORTS	56 445	9,5%	32 000	5,4%	318 517	53,9%	183 427	31,0%	792	0,1%	591 181	100,0%
IMPORTS	471 479	16,4%	252 900	8,8%	983 024	34,3%	1 160 975	40,5%	621	0,0%	2 868 999	100,0%
ALL	527 924	15,3%	284 900	8,2%	1 301 541	37,6%	1 344 402	38,9%	1 413	0,0%	3 460 180	100,0%

Source: Econogistics Compilation from Various Sources, 2021

Table 24 compares INTERNATIONAL **transit cargo volumes** with **distance**, **transit times** and **transport cost**, by **transport corridor** for corridors servicing the Malawian market in 2021. This origin/destination point for exports/imports is the commercial centre of BLANTYRE, Malawi.

Table 24: Malawi – Factors Influencing Corridor Choice 2020

Main Port	Total Transit (Tons)	Rank	Distance (kms)	Rank	Transit Times		Rank	Average Transport Cost Imports (26 t)		Rank
					Port, Way & Border-Posts (Days)			TEU (US\$)	Km (US\$)	
					Port	Total				
Durban	462 380	2	2,340	4	1,7	11	1	8 920	3.81	4
Beira	1 127 000	1	812	2	8,3	12	2	3 200	3.94	2
Nacala (Rail)	284 900	3	799	1	8,0	17	3	2 585	3.24	1
Dar es Salaam	407 420	4	1,978	3	10,8	19	4	3 900	1.97	3
Summary Trade Flows Tons	Total	Rank	Exports	Rank	Imports		Rank	X:M Ratio Ideal = 1:1		Rank
	2 281 750	-	289 710	-	1 992 040		-	0.15: 1.00		-

Source: Econogistics, 2021

The key observations to be made from Table 24 with respect to the drivers influencing the choice of corridor in the Malawian market, include the following:

- Distance:** The Nacala Corridor is ranked 1st in terms of distance (799 km), followed closely by the Beira Corridor (812 km), then the Dar es Salaam Corridor (1,978 km) and the Durban Corridor (2,340 km), but ranks 4th in terms of volumes handled (289,900 tons) after the Beira Corridor (1,127,000) and Durban Corridor (462,380 tons). Distance is clearly a consideration for Malawian shippers, if they do not have to use longer routes such as Durban and Dar es Salaam for other reasons.
- Transit Times:** The Durban Corridor is ranked 1st in transit times (10 days) followed by the Beira Corridor (12 days), Dar es Sal Corridor (12 days), the Nacala Corridor (17 days) and the Dar es Salaam Corridor (19 days). With the exception of the Durban, the major bottleneck to transit times are times spent clearing the port precinct. If transit times though ports are removed, the Beira Corridor has the fastest transit time (3,7 days), followed by the Dar es Salaam Corridor (8,2 days), the Nacala Corridor (9 days) and Durban Corridor (9,3 days). Transit times on the Nacala Corridor by rail significantly improved with upgrading of the railway completed. However, the re-introduction of the need for contramarker acquittal and electronic (e)-seal removal at the Entre Lagos border, has significantly undermined the time cost competitiveness of the Nacala Corridor. Indeed, it has been reported that this can add up to 4 days of additional time, which if removed would reduce origin-destination times to 5 days, which includes time to distribute cargo from the ICD in Blantyre to customers premises. Despite relatively high dwell times the port of Beira is the preferred port of choice for the Malawian market, which is reflected by the fact that it handles by far the highest amount of Malawian cargo. Transit times are clearly also an important

consideration for Malawian shippers, if they do not have to use longer routes such as Durban and Dar es Salaam for other reasons. The scope to enhance the competitiveness of the Nacala Corridor exists, if the need to acquit the contramarker and to remove the e-seal at the border was abolished, as was the case up until 3 years ago.

- **Average Transport Costs:** The Nacala Corridor ranks 1st in terms of average transport cost (US\$ 2,585/TEU)), which is 70% the cost of the Beira Corridor (US\$ 3,200/TEU), 66% the cost of the Dar es Salaam Corridor (US\$3,900/TEU) and 25% the cost of the Durban Corridor (US\$ 8,920/TEU). Nonetheless, in spite of this cost advantage the Nacala Corridor still only attracts >10% of Malawian cargoes, which can be attributed to the high transit-time costs, the perceived unreliability of the railway (especially when there are washaways due to extreme weather events), the lack of visibility of cargo in transit (although there has been a great effort to improve this through enhanced tracking software) and the imbalance in bi-directional cargo flows to/from Malawi through the port of Nacala.
- **Customer Preference:** The Beira Corridor as the route of choice for the Malawian market is clear. The Beira Corridors ranks 1st for volumes handled, marginally 2nd for distance, 1st for Transit Times (when port transit times are removed), 2nd for average transport costs and 1st for export-import ratio, which measures balance of trade, even though this is still low for the Beira corridor. As a result, Malawian logistics supply-chain actors consider the Beira Corridor to be the closest, cheapest, reliable, safest and viable trading route, which have all contributed to it being the corridor of choice for the Malawian market. At present Malawian shippers still bring considerable amount of imports, approximately 50% of all international transit imports, i.e. not including exports from South Africa, through the Durban port. This is likely to be a function of the greater number of ship calls through the Durban port (80 per month) compared to the Beira port (20 per month), and specific customer preferences relating to the security, processing, consolidation and/or packaging of cargo for onward shipment to final destination.

The core conclusion for **Malawi** is that with the Beira Corridor is the corridor of choice for the market, because the major concerns of reliability and security have been substantially addressed. Distance is a major factor influencing the choice of corridor because it has been a material impact in driving down transit times and average transport costs to/from the Beira port. Overall volumes have grown, particularly imports, but the export-import ratio is still heavily biased in favour of imports, so finding backhaul cargo from Malawi throughout the year remains a challenge. Nonetheless, the emergence of a viable alternative by rail from Nacala to compete with road to Beira has kept transport costs steady in market where the balance of trade is still uneven, both in terms of an overwhelming import bias and in terms of significant seasonal fluctuations.

3.4 Conclusions

Table 25 highlights the change in the composition of trade by corridor servicing the Malawian market. It also highlights the split in mode between road and rail traffic in 2016 and 2020. In both 2016 and 2020 Durban and Beira are the dominant ports, but Beira's position has strengthened over this period, particularly for international trade movements. Dar es Salaam's position has also strengthened over this period, notably for imports. Beira and Dar es Salaam's position has strengthened at the expense

of Nacala, whose relative position has declined over this period, which is ironic given the level of investment in the railway system. Road transport remains the dominant mode, as the Nacala railway remains the only functional railway that is currently serving the Malawian market.

Table 25: Change in Composition of Trade Volumes by Corridor (2016-2020)

Year	2016		2020		2016		2020	
Tonnes	000's	%	000's	%	Road	Rail	Road	Rail
Dar Es Salaam Corridor					%	%	%	%
Exports	59	11%	57	10%	100%	-	100%	-
Imports	182	8%	471	16%	100%	-	100%	-
All	242	8%	528	15%	100%	-	100%	-
Nacala Corridor					%	%	%	%
Exports	56	10%	32	5%	0%	100%	0%	100%
Imports	186	8%	253	9%	15%	85%	25%	75%
All	242	8%	285	8%	12%	88%	22%	78%
Beira Corridor					%	%	%	%
Exports	244	44%	319	54%	100%	-	100%	-
Imports	706	30%	983	34%	100%	-	100%	-
All	949	33%	1 301	36%	100%	-	100%	-
Durban (North-South) Corridor					%	%	%	%
Exports	196	35%	183	31%	100%	-	100%	-
Imports	1 266	54%	1 160	41%	100%	-	100%	-
All	1 462	50%	1 344	39%	100%	-	100%	-
Walvis Bay Corridor					%	%	%	%
Exports	0,06	0%	0.08	0%	100%	-	100%	-
Imports	0,06	0%	0.06	0%	100%	-	100%	-
All	0.15	0%	0.14	0%	100%	-	100%	-
Total All Corridors					%	%	%	%
Exports	555	100%	591	100%	100%	-	95%	5%
Imports	2 341	100%	2 869	100%	100%	-	93%	7%
All	2 897	100%	3 460	100%	100%	-	94%	6%

Source: Econogistics Compilation from Various Sources, 2021

The shift in the allocation of cargoes across corridors has been underpinned by the impact of the COVID-19 pandemic. Five key points can be made on this subject:

- Overall trade to/from Malawi did not decline as a result of the pandemic, which increased from 2,9 million tonnes in 2016 to 3,5 million tonnes in 2020, but the impact of the pandemic was felt in the re-allocation of Malawi's market share from the Durban to the Beira and Dar es Salaam Corridors, but this was variable between exports from and imports into Malawi;
- The key trend for exports was a shift in preference to the Beira Corridor, which was the only corridor that increased its absolute volume of exports over the period 2016-2020, a trend that

was reportedly due to a vote of confidence in Malawian exporters to the reliability, security and efficiency of the corridor, particularly with respect to the Durban Corridor where increased concerns around reliability and security have emerged during the pandemic;

- The key trends for imports is a preference for corridors other than the Durban Corridor, which have increased their market share by 7% (Dar es Salaam), 4% (Beira) and 1% (Nacala), because regional imports on the Durban Corridor remained static and international imports, particularly bulk commodities such as fertilizer and fuel, on the Beira, Dar es Salaam and, to a lesser extent, Nacala Corridors increased, at least in part because of efficiency and security concerns on the Durban Corridor;
- Since the Durban Corridor accounts for ~75% of all regional cargo and ~25% of all cargo flows to/from Malawi the poor performance of the South Africa export sector vis-à-vis the wider SADC region due to the pandemic in 2020, has had a material impact on corridor allocation to/from Malawi, which is reflected in the Durban Corridor's market share declining from ~50% in 2016 to 39% in 2020; and,
- Given the bottlenecks that arose at borders during the pandemic it is surprising to note that the Nacala Rail Corridor has not attracted additional market share, as trains should be able to pass through borders more easily than trucks, but because of ongoing port and rail rehabilitation work on the system disruptions continue to be felt and the introduction of the need for contramarker acquittal and e-seal removal at the border has meant unnecessary delays in the rail service, which nonetheless did manage to grow cargo volumes marginally from 242,000 to 285,000 over the period 2016-2020.

4. Non-Tariff Measures and Trade Documentation Assessment

4.1 Introduction and approach

This chapter deals with the Non-Tariff Measures (NTMs) and Trade Documentation that affect the efficient and effective operation of the corridors included in the project. Annexure A presents an overview of the legal and institutional framework pertaining to trade was reviewed, including international, regional and continental trade agreements, as well as bilateral agreements between Malawi and its main trading partners.

4.2 Non-Tariff Measures (NTMs) Data Collection, Analysis and Assessment

This section deals with the collection and analysis of data to enable the assessment of NTMs on the corridors under consideration.

4.2.1 Methodology

In accordance with the Terms of Reference for the baseline survey, the team assessed Non-Tariff Measures (NTMs) in Malawi. This is in recognition that firms, particularly SMEs, often have inadequate domestic trade related infrastructure and face administrative obstacles. Therefore, NTMs that would not normally be considered as very restrictive can represent major burdens. In addition, the lack of export-support services and insufficient access to information on NTMs put pressure on the international competitiveness of firms. Hence, both NTMs applied by partner countries as well as domestic burdens have an impact on market access and keep firms from seizing the opportunities created by trade liberalization.

While NTMs are mandatory regulations introduced by competent authorities of an exporting or importing country, Procedural Obstacles (POs) are problems related to the way a regulation is applied or implemented. An inefficient Trade Business Environment (TBE) can cause similar problems also without being directly related to specific NTMs. In general, POs and TBE-related problems can take place in the home country and in partner countries.

Therefore, together with the assessment of NTMs, we also assessed trade documentation in Malawi. This section provides information on the survey implementation of NTMs and the assessment of issuance of trade documentation.

Supported by the Ministry of Trade, and through the coordination of Econogistics, the team conducted phone-based and face-to-face surveys with stakeholders within Malawi in relation to the import and export of goods, to inform the assessment of NTMs. To begin with, a questionnaire was developed on NTMs for Malawi based on the simplified ITC classification. This was then followed by a stakeholder grouping to validate methodology and finalise questionnaire, made up of three team members from the Econogistics team. A business registry of firms was then compiled to derive a representative sample of firms.

A team of 3 enumerators was hired to conduct the phone-based interviews and a total of 93 firms that carry out import and export activities were contacted via telephone. A list of these firms can be found in the appendix of this report. Face-to-face interviews were then conducted with 9 of these firms. The face-to-face interviews were conducted based on the willingness of firms to meet, time available for travel, and the ongoing coronavirus. A summary of the type of information gathered in these interviews is given in the diagram figure below.

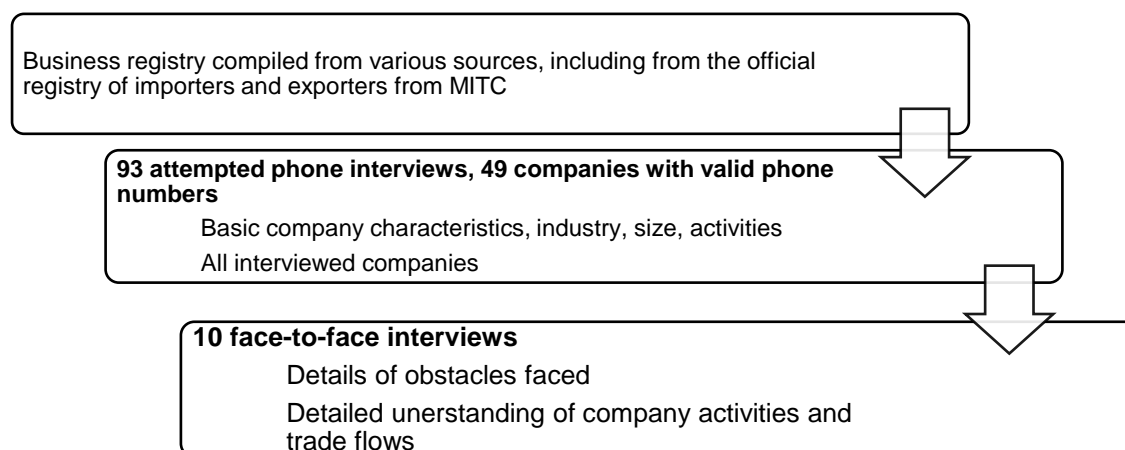


Figure 12: Stages of the NTM survey

The assessment of time and costs in the issuance of trade documentation was relatively shorter, given that this was carried out with specific departments within the Malawian government. The questionnaire that was used for the face-to-face interviews for NTMs was adapted to interviews with these government departments. There was no strict guideline for the type of interview with these departments and therefore where possible, face-to-face interviews were conducted. In cases where this was not possible, interviews were conducted on the phone. A list of government departments and other institutions interviewed is given below.

Table 26: Government departments and other institutions interviewed

Malawi Confederation of the Chambers of Commerce and Industry (MCCCI)
Ministry of Trade (MoT)
Malawi Investment and Trade Centre (MITC)
Malawi Revenue Authority (MRA)
Ministry of Agriculture (MoA)
Malawi Bureau of Standards (MBS)

4.2.2 Data Collection, Analysis and Assessment

A total of 93 attempted phone interviews was attempted, which was the total number of firms in the developed business directory. However, the enumerators could only reach 49 of these companies. Out of the 49 companies, 12 indicated that they would not like to proceed with the phone interview. Therefore 37 phone interviews were recorded. 34 phone numbers were not valid, while 10 companies could not be reached on 3 attempts of being contacted.

The phone interviews focused on key company information, such as the company's export and or import sectors, who oversees customs compliance and import/export processes, whether there are difficulties experienced with trade and company demographics.

The companies that participated in the phone interviews can be categorized in several ways, including their type of trade (import or export), the type of sectors they trade in and the ways in which they facilitate their trade activities (in house or through a third party). The majority of the companies interviewed indicated that they carry out both export and import activities in order to facilitate their manufacturing needs. Out of 37 responses, 20 companies indicated this, while 13 companies only import products and 4 companies only export.

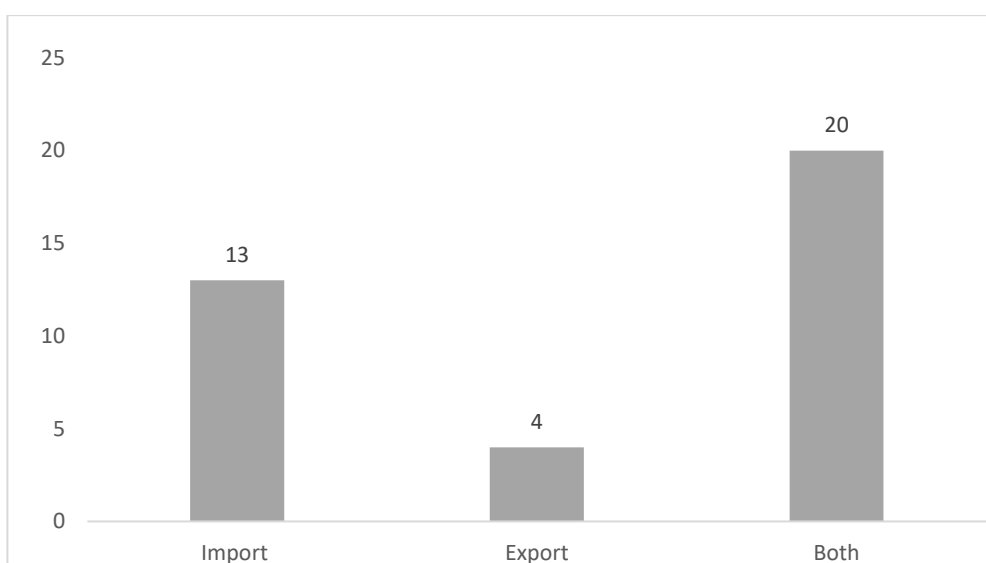


Figure 13: Company trade activities

The extent to which companies use third party services for trade processes and compliance with customs procedures and other export/import related regulations is also relatively striking, bearing in mind the relatively small sample size. Nonetheless, no company handles trade processes entirely on their own. This brings to light the relatively strong position that freight forwarders held not only in terms of the transport sectors but also in terms of trade services.

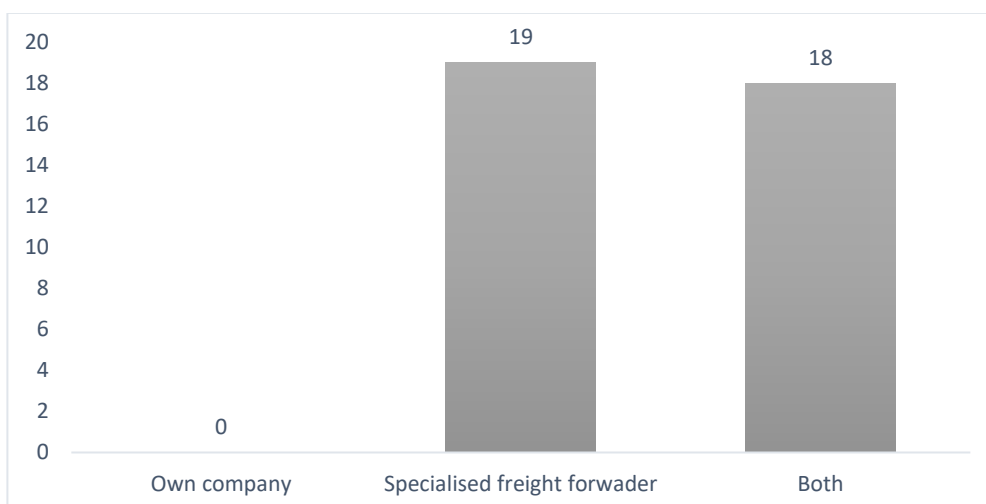


Figure 14: Handling of trade processes and customs compliance

The interviewed firms were dominated by those that import and export fresh food and agri based products as well as processed foods. This comes as no surprise, given that Malawi's exports are dominated by the agricultural sector. Value addition will therefore like be within the same sector. This is followed by chemicals and miscellaneous products such as electronics.

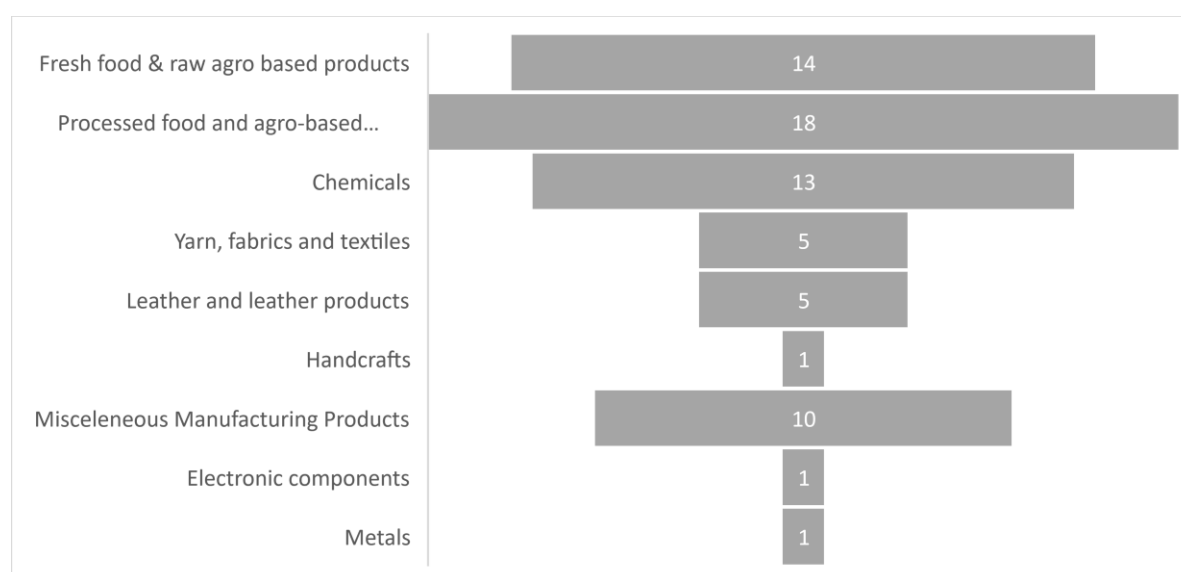


Figure 15: Industries represented by the interviewed companies

One of the more important questions asked through the phone interviews was whether companies faced any difficulties with restrictive or complex regulations imposed by Malawi or other transit or partner countries.

Approximately 60% (22 companies) of respondents expressed to have difficulties with restrictive and complex regulations, imposed particularly by Malawi. 19 of these companies are involved in the trade of food, processed food and agri-based products. Therefore, the data reveals that exporters (and importers) of fresh food and raw agri-based products are indeed more strongly affected by restrictive NTMs. Raw agricultural products are exported from Malawi to many developed markets.

Studies have found that these developed markets apply tight controls of food and feed to ensure the health and well-being of consumers and the protection of the environment. These controls have increased over the last year or so, such as The EU Carbon Border Adjustment Measure (CBAM) which combines environmental and trade policies by levying border adjustments based on the estimated social costs of greenhouse gas emissions. On the other hand, processed food and agri-based products are mostly destined for regional markets and exporters therefore face less burdensome NTMs.

Compared to fresh produce and agri products, the manufacturing sector faces relatively lower problems with NTMs, shown through importers and exporters of chemicals, textiles, leather products and manufacturing products indicating no problems with restrictive or complex trade regulations. Again, this is expected given Malawi's dependence on manufacturing imports and the legitimate protection of consumer health concerning agricultural and food imports.

Table 27: Difficulties with restrictive or complex regulations and requirements imposed by Malawi, by a transit country, or by a partner country

Yes	No	Yes and No	Unclear
22	10	1	4

The phone interviews also indicated that companies that only import goods are generally less affected by NTMs and other obstacles. Most of Malawian imports are manufactured goods, which interviews find are subject to fewer restrictions, where importers usually deal with only domestic authorities and regulation only. This means they are expected to be more familiar than with foreign ones.

The aim of the face-to-face interviews was to go into depth with the issues highlighted in the phone interviews, particularly on the extent to which companies consider NTMs and procedural obstacles (POs) to be burdensome for both imports and exports.

From the 10 face-to-face interviews conducted, the table below shows the main issues highlighted regarding NTMs and POs and the extent to which they have been experienced to be burdensome.

Table 28: Main issues highlighted regarding NTMs and POs

Firm	Main exports/imports	Trading partners	NTMs considered burdensome	POs considered burdensome
1	Food and agro based products (HS code 17,32,38)	Asia, South Africa	Technical measures (technical requirements and conformity assessments)	Administrative, information transparency issues, time constraints, infrastructural challenges
2	Food and agro based products (HS code 08,38)	South Africa, Tanzania, Zambia, Zimbabwe	Technical and non-technical measures (conformity)	Administrative, information transparency

Firm	Main exports/imports	Trading partners	NTMs considered burdensome	POs considered burdensome
			assessments, quality control measures)	issues, time constraints, security, infrastructural challenges
3	Food and agro based products (HS code 17,32,38)	EU, Tanzania, South Africa, Zambia, Zimbabwe	Technical measures (technical requirements)	Time constraints
4	Food and agro based products (HS code 09)	EU, Kenya, South Africa, UK		Administrative, time constraints
5	Food and agro based products (HS code 08, 09, 38)	Kenya, South Africa		Administrative, time constraints, information issues
6	Textiles and leather products (HS code 41. 42, 44)	Tanzania, Zambia	Non-technical measures	Administrative, time constraints, information issues
7	Food and agro based products (HS code 09)	Kenya, South Africa		Administrative, time constraints
8	Textiles and leather products (HS code 41. 42)	Zambia, Zimbabwe	Non-technical measures	
9	Agro based products HS code 24)	EU, South Africa, UK		Administrative, time constraints, infrastructural challenges
10	Textiles and leather products (HS code 41. 42)	Zimbabwe	Non-technical measures	

The majority of the companies that took part in face-to-face interviews are involved in the trading of food and agri-based products, including but not limited to tea, nuts (groundnuts and macadamia), beverages and confectionary products. This is expected given Malawi's reliance on agriculture in relation to GDP earnings. However, it is noteworthy that this sector, noting the small sample size, is also privy to the burden imposed by NTMs and POs.

The interviews also indicated an overwhelming consensus regarding technical requirements being burdensome with regards to exports, which are difficult to meet given the constrained certification activities at MBS. MBS remains not credited on international markets, which constrains the facilitation of extra-regional trade. As found by a World Bank report in 2020, while SADC and COMESA partners usually recognize MBS certificates, access to developed countries requires the accreditation of MBS

according to ISO standards. A tobacco exporter, for example, indicated that the lack of certification standards within Malawi, they are forced to spend over \$20,000 per annum to fly in a specialist to certify that the dust levels in their warehouses is at the international standard. A local body would not be recognized and does not have the expertise.

As a result, licenses and permits to export make up much off the difficulties faced by Malawian exporters. Importantly, majority of face to interviews revealed that certification in Malawi has also been explained to not be recognized in some markets, such as the EU and in Asia. Furthermore, a large amount of time is used aligning suitability of products with international standards on how they should be packed, loaded and stored. These were the sentiments of exporters of tea, coffee and macadamia nuts.

However, though these issues may be more prominent for food handling and producing companies, other manufacturers have also expressed some difficulties indirectly related to NTMs, which are noteworthy. A cable manufacturer for example, which is also an exporter, expressed difficulties in exporting their products as they need to meet international standards (e.g. ISO certification) and some certifications cannot be obtained locally. The logistics of getting their finished cables to other markets makes Malawian made cables uncompetitive. This can therefore be classified as measures that result in some Malawian exports becoming anticompetitive on international markets.

Another issue that prevailed in face-to-face interviews was that of bureaucracy and inefficiency of the revenue authority in processing of customs matters, which cause unpredictable days of delay at border posts. Again, for exports, the obtaining of licenses from the Ministry of Agriculture for phytosanitary requirements as well as MBS also seemingly causes delays to export, and in some cases has resulted in permanent loss of business in export markets. Some exporters described this results in Malawian products being less desirable and, in some cases, substandard.

The few firms interviewed that export other products outside of food products also indicated NTMs and POs being relatively burdensome given the process of obtaining an export license, despite not trading in food and agri products. Export licenses are instituted on a needs basis to a varying list of products to ensure food security, health and safety for people, animals and plants. However, health and safety are ensured through export inspections and sanitary requirements in the importing countries. Therefore, export licensing for non-food commodities should be reassessed. The issue with having to obtain export licenses is linked time constraints in NTMs as a result of delays in administrative procedures which have a knock-on effect on the efficiency of trade on aggregate, with procedures at the Ministry of Trade (and the Ministry of Agriculture) being cumbersome. Administrative procedures are also said to be cumbersome given that applications are only scrutinised on a case-by-case basis, while evaluation criteria in some cases is unknown.

Regarding imports, two main issues were cited across majority of the interviewees, namely financial measures and conformity assessments (falling under non-technical measures). While Malawi has maintained a flexible exchange rate, respondents have indicated difficulties with the availability of forex which has significantly constrained the ability to import products within a timely manner. Import inspections were also communicated to be relatively burdensome, with textiles fertilisers and input chemicals being privy to these inspections by MBS. Inspections of pre-shipment samples and final

consignments entailed delays that varied strongly across products – mostly ranging between a few days and four weeks, but up to several months in some cases. Secondly, the amount of fees was felt to be significant, but not necessarily prohibitive. The fees consist of several fixed and variable cost components – including a product-specific testing fee. Since inspections are also done on pre-shipment samples, importers felt that inspections of samples before the shipment and inspections of the actual consignment were a double-burden.

4.3 Findings of the ITC-NTM 2012 Report

This section of the report draws on insights provided by a survey compiled by the ITC entitled: Malawi: Company Perspectives – An ITC Series on Non-Tariff Measures prepared by Kadale Consultants and published in 2012. The key conclusions drawn from this survey included the following:

Reassess export licensing for non-essential foods and facilitate procedures: Food security is an important issue in Malawi. Whilst, export licenses on essential food commodities are understandable they are also applied to non-essential food products and cash crops. Export licenses are instituted on a needs basis to a varying list of products to ensure food security, health and safety for people, animals and plants. However, health and safety are ensured through export inspections and sanitary requirements in the importing countries. Therefore, export licensing for non-food commodities should be reassessed. For food commodities, a temporary suspension of the export licensing scheme should be considered in years of good agricultural yields in order to avoid any delays in procedures. The survey showed that unpredictable delays were the main obstacle of export licensing, not quantitative restrictiveness. Procedures at the emitting institutions, MoAFS and MoIT, are cumbersome. MoAFS scrutinizes applications on a case-by-case basis, and licenses require the Minister's approval at MoIT. MoAFS should clearly define and publish the evaluation criteria, and, in the medium-term, strive towards an automatized procedure based on food security data. At MoIT, approvals need to be permanently delegated to lower level technical staff. MRA also pointed out that the paper-based licensing was prone to forgery. Therefore, when the export consignment arrives at the border, MRA checks back with MoIT whether the license is genuine. This additional delay should be averted through a system that would give MRA prior notification of incoming licensed consignments.

Advancing further in trade facilitation through centralizing procedures in a 'Single Window' should be given a high priority in the medium-term agenda of MoIT: Accredite MBS internationally to facilitate extra-regional trade and strengthen MBS training activities While SADC and COMESA partners usually recognize MBS certificates, access to developed countries requires the accreditation of MBS according to ISO standards. MBS is now pursuing this goal with the support of the EU, but needs full government support to succeed in this major undertaking within the established four-year roadmap until 2016. Accreditation of MBS is likely to have a great impact on exports. However, in order to fully benefit from it, the private sector needs to develop capacities to comply with international standards. MBS is already active in training exporters on quality requirements and conformity assessment procedures. These trainings should be expanded and address SMEs more systematically.

Reduce mandatory export inspections and let export quality be market-driven: Complaints in the survey often referred to delays and duplicated inspection and certification procedures. If destination

markets require internationally accredited certification from an exporter, additional export inspections by MBS or DARTS should be avoided. Eliminating this duplication of conformity assessment would not only unburden exporting companies, but also open up capacities at MBS that struggles with the high demand for their services. If exporters voluntarily seek testing services from MBS, they are already free to do so under the Export Quality Certification Scheme. Demand at a business-to-business level should determine product quality and certification. Malawi's forthcoming National Export Strategy also highlights that the role of MBS should be trade facilitation through provision of services, and not the regulation of export quality standards. Domestically mandated quality standards that exceed the demands of the destination market will reduce Malawian exporters' competitiveness in product pricing on these markets.

Avoid duplication of import inspections and increase transparency for the private sector: International Quality Management Systems (IQMS) has the legitimate aims to guarantee the quality of imported products and to ensure the safety of consumers, animals and plants. Nevertheless, to disburden importers and spare MBS capacities, conformity assessment should not be duplicated between foreign certification, MBS pre-shipment inspections and final consignment inspection. Recognising certification from SADC, COMESA and internationally accredited institutions may at least replace MBS pre-shipment inspections. Should transport conditions invalidate previous conformity assessment, MBS should clearly define and communicate to importers the respective products, transport types and routes that are affected. If a final inspection thus remains mandatory, foreign certification and pre-shipment inspections should only be voluntary. MBS should systematically assess the differences between domestic and foreign technical requirements, in particular with regard to SADC and other regional partners. MBS may then evaluate increasing the recognition of foreign certificates. The government may also actively pursue formal mutual recognition agreements and harmonization of standards with SADC and COMESA partners. MBS also needs to streamline inspection procedures and minimize administrative delays. Apart from the actual length of delays, importers need more transparency and predictability about the time required at MBS. First, MBS may communicate the minimum times required for tests for each product. In the medium-term, based on data from an electronic inspection tracking system at MBS, average and maximum delays of inspections should be published. In the medium to long-term, MBS should also make the inspection tracking system accessible to its customers.

Maintain flexible exchange rate: The valuation of the domestic currency is a macroeconomic issue and has effects beyond trade. However, the mayor procedural hurdle of special import authorizations was removed with the liberalization of the exchange rate in May 2012. The devaluation of the MK is likely to boost exports and improve foreign currency stocks. From a business and trade perspective, the flexible exchange rate is a major improvement and should be maintained.

Table 29 provides a summary of the findings of the 2012 and 2021 survey to try and profile any improvements that may have occurred over this period.

4.4 Trade Documentation Data Collection, Analysis and Assessment

As with any other country, there are several procedures and documentation that must be adhered to and processed when importing into and exporting out of Malawi. These issues will vary depending on the type of import or export that is being declared, as well as the type of goods. In the same vein, there are also various institutions that an importer or exporter must liaise with depending on the type of trade, but also the category of goods that are being traded. The analysis below is concerned with the time and cost of commercial goods trade and does not necessarily focus on temporary trade and re-trade.

Table 29: Comparison of 2012 and 2021 NTM Survey of Private Sector Stakeholders

ITC 2012 findings	TMEA 2022 findings
Exports	
Companies reported burdensome NTMs applied by partner countries such as in Asia and the EU, when exporting to these destinations. Exporters reported more cases of burdensome conformity assessment than challenges with technical requirements.	Interviews indicate that meeting conformity measures for exports imposed by importing destinations was burdensome, especially Asia and EU, due to the lack of recognition of Malawian certification, limited testing and certification facilities and many checks. Conformity measures stated to be difficult to meet are those that allow for proof of product specific requirements e.g. minimum chemical residual levels or fumigation requirements, and will vary depending on the agricultural product in question and on the tests required. These are particularly burdensome as the Malawi Bureau of Standards (MBS) does not have the capacity to test in some cases, and MBS certificates are not recognized in many Asian and EU jurisdictions. There were no burdensome NTMs exported in the case of destinations, where Malawian certifications are accepted.
Exporters reported export licenses, export inspections and technical certifications as significantly burdensome NTMs applied by Malawi.	Burdensome NTMs for agricultural exports were reported, however exporters of tobacco did not express this. All agricultural exports require export licenses through the Ministry of Agriculture (MOA) and Ministry of Trade and Industry (MTI). Tobacco exporters obtain licenses through the Tobacco Control Commission and did not express difficulties. Obtaining export licenses was explained as unpredictable in nature due to delays in procedures. Delays are not uniform, ranging between one week and two months amongst the surveyed companies. Companies that export multiple products did not see a variation of delays between products.
Imports	
Foreign currency outflows for import operations worth more than US\$ 50,000 had to be authorized through the Reserve Bank of Malawi (RBM)	Surveyed companies indicated this is no longer a requirement.
Import inspections under the Import Quality Monitoring Scheme found to be a burdensome measure.	Remains unchanged for the 3 components: pre-shipment inspections of product samples, inspections of final consignments, and fees paid to MBS. Companies highlighted lengthy inspection periods (average of 4 weeks) due to resource constraints at MBS. All companies view the inspection of samples and final consignments as a double burden, but where there is a track record of previous inspection MBS takes this into account.
Procedural Obstacles	
High fees and charges and inappropriate facilities were more common when exporting than when importing. Exporters and importers also perceived an inconsistent behaviour of officials.	High fees continue to burden importers and exporters, with fees varying due to being a combination of fixed and variable costs. Fees are calculated based on a product-specific testing fee, a variable inspection fee of 0.65% of the free on board import value, and a fixed reporting fee.
More specifically, administrative delays in export procedures were often encountered at the institutions that emit export licenses in the agricultural sector: MTI and Trade and MOA.	Exporters pointed to bottlenecks in the testing and certification facilities of the MBS and that authorities in developed markets did not recognize their technical certificates. Exporting companies also face obstacles at MRA, at the testing and research facilities of the Department of Agricultural Research and Technical Services.

The main challenges for importers were unpredictable delays in obtaining special authorizations for foreign exchange transactions from the RBM.	Authorization requirement was removed and these delays no longer occur
Importers mentioned delays and costs in inspections for MBS export certification. At Customs, there are also inconsistent classification of goods that led to higher duties paid.	Although some inspections have been removed, inspection for some products remains mandatory, which has been highlighted as lengthy for exporters of pulses, tea and poultry products.

Technical Measures:

Technical requirements are manifold and define product-related requirements, for example quality standards, chemical residual limits, post-production treatments, marking and labelling requirements. Most of these technical requirements also require conformity assessment procedures, like certification and inspection, to prove compliance. The exact technical measures are product-specific, per definition, and therefore vary from product to product.

Technical measures can be broadly distinguished into technical requirements and conformity assessment. The former regulates the exact product-specific properties that the product needs to comply with, e.g. minimum chemical residual levels or fumigation requirements. Conformity assessment provides proof of the compliance with the underlying technical requirement, e.g. by means of certificates or inspections. Usually, an exporting company needs to deal with both components of the technical measures.

The challenge for exporters is two dimensional: On the one hand, there is an issue with partner countries, as standards and certification requirements are mandated by them. On the other hand, there is a domestic issue, as certificates demonstrating compliance have to be obtained by the exporter.

Export Licensing:

The exporter has to apply for a letter of consent at Ministry of Agriculture, which scrutinizes each application on a case-by-case basis. Once with the letter of consent, the exporter asks for the export license at Ministry of Trade and Industry. While technical staff at Ministry of Trade and Industry apparently deals with the license rather quickly, legislation requires the Minister's approval for each license MRA verifies licenses with Ministry of Trade and Industry once the consignment reaches the border. Further delays emerge from this procedure.

In total, delays in these procedures varied strongly and ranged between one week and two months.

Export Certification:

MBS confirmed that, in addition to voluntary inspections under the Export Quality Certification Scheme, some export inspections are mandatory. A variety of products is affected by these measures, including tobacco. The exact requirements are product-specific. They range from common fumigation inspections and plant protection certificates to bird-flu-free certification. While some exporters experience these measures as a minor procedure to which they had become accustomed to (e.g. tobacco and wheat), others complained about the loss of significant amounts of cargo (live poultry and eggs).

In the case of Malawi, a point of departure in any type of trade will be the Ministry of Trade along with the Malawi Investment and Trade Centre. The Ministry of Trade is responsible for stimulating growth in the domestic and exports of goods and services. To support this, the Malawi Investment and Trade Centre exists to promote and develop Malawian exports through providing specialized support to foreign and local firms.

Various measures have been taken to facilitate trade into and out of Malawi, including making information on trade documentation more readily available. The Ministry of Trade developed a one-

stop window, through the Malawi Trade Portal², for information related to import into, export from, and transit through Malawi. The portal has been described as an important step for the Government toward improving the predictability and transparency of the country's trading laws and processes. This is in line with the Government's commitment to facilitate information sharing and transparency, in their Trade Facilitation Strategy, as well as compliance with Article 1 of the Trade Facilitation Agreement with the World Trade Organization.

Table 30: Trade documentation required for imports into Malawi

Document/procedure required	Responsible department	Cost (MWK)
Taxpayer Identification Number (TPIN)	MRA	N/A
Import declaration: Release order (Form 12) Suppliers commercial invoice Bill of lading Freight/Shippers invoice Certificate of origin	MRA	15,000
Payment of duty	MRA	In accordance with value of goods
Phytosanitary certificate (in case of agricultural products) Phytosanitary application form	Ministry of Agriculture	5,000
Technical standards/import inspection registration Annual import quality certificate Application Annual Import Certificate MBS Import Batch Conformance Certificate. Import inspection request form	MBS	Did not specify
Taxpayer Identification Number (TPIN)	MRA	N/A
Export declaration: Release order (Form 12) Certificate of origin Commercial invoice Carrier' cargo manifest	MRA	15,000
Export certificate	MCCCI	5,000

² <https://www.malawitradeportal.gov.mw/index.php?r=site/display&id=12>

Document/procedure required	Responsible department	Cost (MWK)
Phytosanitary certificate (in case of agricultural products) Phytosanitary application form	Ministry of Agriculture	5,000
Police clearance	Malawi Police	7,000
Export Quality Certification (done of agro-processed products and based on the requirements of the importing country) ³	Did not specify	Did not specify

Over time, the Malawian government through the Ministry of Trade has continued to make efforts to reduce the administrative time to process imports and exports. Despite this, exports appear to still be burdensome to companies, particularly for food and food products. Authorities have been unable to clarify the time it takes to process some documentation, such as certifications from MBS. This is mainly because licenses are administered on an as needed basis and are highly dependent on the requirements of the importing country. This also means that the cost of certain certifications is also only identified on an as needed basis, and is difficult to approximate. Authorities expressed the reason for export licenses is to guarantee food security as well as the health and safety of people, animals and plants.

4.5 Recent non-tariff measures and barriers identified at SADC level

The information regarding NTBs and NTMs registered on the COMESA-EAC-SADC Tripartite trade barrier website⁴ indicates that the number of complaints regarding rules of origin exceed complaints regarding any other NTMs or NTBs. This is followed by taxes and charges and other tariff measures, and followed by vehicle standards, issues relating to transit, transit fees and customs surcharges. There are various other complaints regarding administrative issues as well as the arbitrary customs classification.

From a SADC point of view, the following trends were discerned based on information received from SADC the countries imposing most of the NTMs and NTBs during the period from April 2018 to 9 February 2022. The NTB and NTMs reported during this period are elaborated in Appendix D.

³ Products meant for export are inspected and tested for compliance with the buyers' specifications. An export certificate is issued for a complying consignment. Agricultural products certified include tobacco, tea, cowpeas, chillies, macadamia nuts, chickpeas, soya beans, sunflower seed and kernels, guar meal, toordhall, hides and skins, peri-peri sauce, cashew nuts and rice.

⁴ <https://www.tradebarriers.org/>

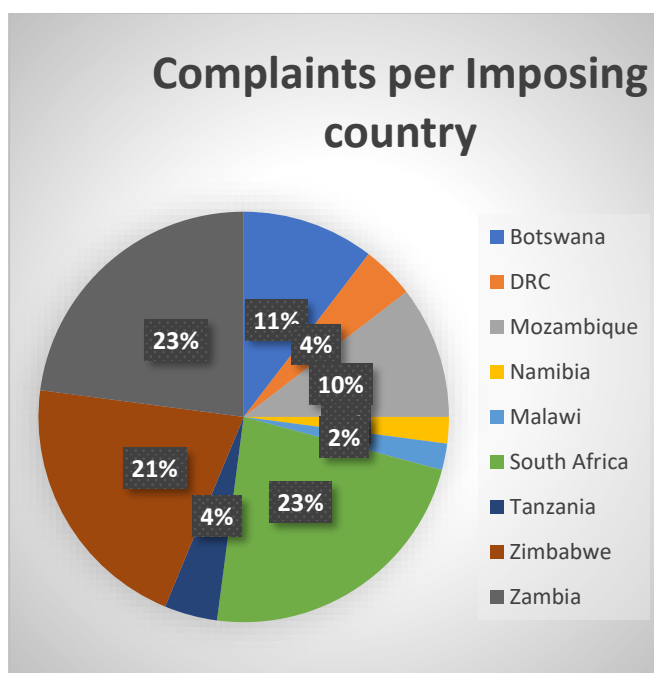


Figure 16: NTB/M Complaints per Imposing Country

South Africa, Zimbabwe and Zambia lead the countries against which complaints are lodged. There was only one NTB/M lodged against Malawi.

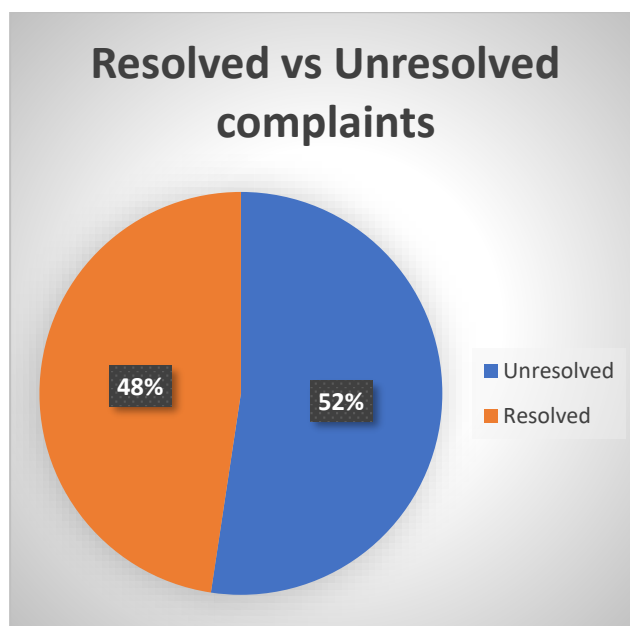


Figure 17: NTB/M Complaints per Imposing Country

The unresolved cases depicted above cover those that are marked on the website as “in process” As well as “new”.

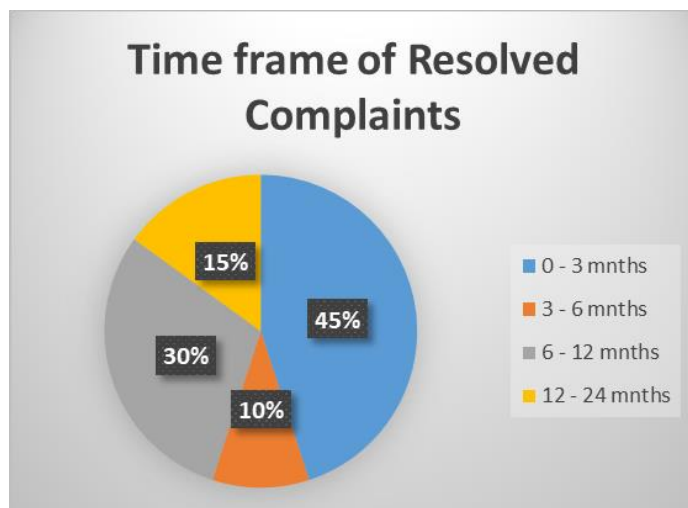


Figure 18: Timeframe of Resolved Complaints

The complaints that were resolved in under three months mostly relate to administrative measures or incorrect interpretation/application of laws. A significant number of the complaints that were resolved very quickly, related to the initial stages of the COVID pandemic during the period when procedures have not been harmonised and some countries closed most of their borders and others required drivers to be quarantined for a period. Complaints that relate to country policy takes longer to resolve. It seems that the ball is dropped mainly at the point where the imposing country has to respond. The descriptions on the Tripartite NTB/M website indicates the actions taken and with the unresolved complaints, the process stop at the response stage. In SADC, there is no incentive to respond quickly.

SADC (and the Tripartite) as a region have negotiating structures in place with the purpose of finding a resolution of a complaint, and if an imposing country is not willing to resolve a complaint, the complaint can be escalated through negotiation for a up to the committee of trade ministers and the heads of state. However, within SADC, the enforcement structures have been compromised by the Tribunal not being functional. In terms of the Protocol on Trade, one of the measures for dispute resolution is the appointment of a panel of experts. These have to be appointed by the Registrar of the Tribunal. There is currently no registrar, following which there is not panel of experts who could assist in the resolution of disputes.

An alternative procedure should be found to finalise the complaints within a shorter period. There are various examples of alternative dispute resolution procedures, one of which is adjudication, as used in construction contracts. Various countries made adjudication in construction contracts compulsory. This is a short, fair, and effective process. The MCBRTA and VLMA negotiated at Tripartite level allows for adjudication as well. The process has not yet been adapted for the Tripartite and while the lack of enforcement structures is a SADC problem, the suitability of and adjudication process for the resolution of NTB/M complaints should be further investigated and so adapted so that the void in dispute resolution procedures can be addressed.

4.6 Non-trade barriers affecting Malawi

4.6.1 Summary of NTMs by WTO and Tripartite reporting mechanisms

Using the latest figures from the WTO-NTM database Malawi reported, over the past decade, a total of 54 NTMs, 39 (72%) of which were classified as Technical Barriers to Trade (TBT) and 15 (28%) were classified as Sanitary and Phyto-Sanitary (SPS) Measures, with the most active years being 2017 with 30 reports (56%) and 2019 with 21 reports (39%). SPS reports were concentrated in a single year 2017 whilst TBT reports have been more regular with most incidents reported in 2019 (21) and 2017 (16).

Using the latest figures from the Tripartite Non-Trade Barriers (NTB) Reporting Mechanism Malawi reported over the past decade a total of 53 NTBs through the Mechanism with the top five ranked as follows: (i) Customs and Administrative Entry Procedures (17); (ii) Other Procedural Problems, including Bribery and Corruption (13); (iii) Specific Limitations (7); (iv) Sanitary and Phyto-Sanitary Measures (4); and, (v) Government Participation in Trade and Restrictive Practices (3).

The obvious difference in terms of the priorities expressed in the WTO-NTM Reporting Database on the one hand and the Tripartite NTB Reporting Mechanism on the other is that the WTO-NTM Database highlights the importance of TBT and SPS measures, which do not emerge as priorities in the Tripartite NTB Mechanism. Rather the main NTBs highlighted by the Tripartite NTB Mechanism are Customs and Administrative Entry Procedures; Other Procedural Problems (including Bribery and Corruption); Transport, Clearing and Forwarding, Specific Limitations and Government Participation in Trade and Restrictive Practices. SPS and TBT Measures did not feature as priorities for stakeholders reporting NTMs onto the Tripartite Mechanism.

The main reason for this divergence is assumed to be that the WTO-NTM Database receives information from Governments and the Tripartite NTM Mechanism provides a platform for the Private Sector to register their complaints against Government Actors.

4.6.2 NTMs prioritised by WTO-TFA process

Malawi ratified the WTO Trade Facilitation Agreement (TFA) on the 12th June 2017, which should allow for structured progress to be made in improving the legal and regulatory environment for trade.

Malawi maintains preferences under bilateral trade agreements with Mozambique, the Republic of South Africa and Zimbabwe, as well as a customs agreement with Botswana. Bilateral preferences have largely been matched by those granted in the context of COMESA and SADC. Whenever there is an overlap in terms of trading partners and tariff concessions, importers may choose which certificate of origin to obtain, depending on the terms they identify as more advantageous.

Malawi also maintains rules of origin for non-preferential purposes, although its notification to the WTO indicates otherwise. Malawi has bound 31.6% of its tariff lines at ad valorem rates ranging from 20% to 125%; by and large, it retains considerable flexibility for autonomous tariff increases. On six tariff lines, Malawi's applied rates exceed the corresponding bound levels by 75 percentage points

and the authorities have indicated their intention to address these breaches for FY 2016-17 (which needs to be followed-up). The simple average applied MFN tariff in FY 2015-16 is 12.7%, down from 13.1% in FY 2009-10. The tariff comprised eight bands in FY 2015-16 against six bands in FY 2009-10. Malawi applies no tariff quotas. Agriculture remains the most tariff-protected sector: the average applied tariff on agricultural products is 18.8% (up from 17.3% in 2009), whereas the corresponding average for non-agricultural products stands at 11.6% (down from 12.5% in 2009).

In addition to an established system for licencing imports, a system of trade permits remains in place for the importation and exportation of certain goods (agricultural commodities, firearms, ammunition and explosives, laundry soaps, cement, alcohol in sachets and certain drugs and poisons). In addition, the importation of certain goods (poultry and meat products), requires both a trade permit and a licence. There are up to 8 entities that had the authority to issue permits or licences for imported and exported goods and the submission and processing of applications remains non-computerized and must be carried out in Lilongwe. Finally, Malawi maintains import bans on a number of agricultural products for SPS reasons. The bureaucracy around import prohibitions, restrictions and licensing raises further costs to the importer as the documentation for some main traded commodities is cumbersome to compile, can only be submitted manually and has to be processed in the capital city of Lilongwe. Malawi has not taken any anti-dumping actions and has yet to establish an authority competent to conduct anti-dumping investigations and also lacks the legal and institutional frameworks for the application of countervailing measures and safeguards.

The Malawi Bureau of Standards (MBS) retains sole responsibility for the testing and certification of goods and services subject to technical regulations. It carries out periodic inspections on the domestic market and, under the so-called Import Quality Monitoring Scheme (IQMS), the compulsory testing of all consignments of such goods entering Malawi. Malawi does not recognize certificates and test reports from certification bodies accredited overseas, including those from the SADC/COMESA region. Malawi could gain a lot if the MBS simplified its import procedures relating to standards and technical regulations. Moreover, certificates and test reports issued by the MBS under its Export Quality Certification Scheme are generally not accepted in foreign markets, owing to a lack of international accreditation of the MBS facilities. There has been little change to Malawi's SPS regime in recent years. The legislation in force remains outdated and a range of capacity weaknesses still need to be addressed, notably the need to streamline coordination in the issuance of trade permits and the need to strengthen administrative capacity to establish a risk management scheme for granting import permits.

The registration and customs clearance procedures for exports are similar to those for imports. However, exports require a currency declaration, which could be improved if a mechanism could be put in place to facilitate the exchange of information between the exporter, the authorised dealer bank and the MRA. Malawi levies a tax of 50% on exports of wood in a rough state with the stated purpose being to encourage local value addition. Malawi has maintained export prohibitions on certain goods, including maize, maize products and raw hardwood timber. Malawi's exports benefit from unilateral preferences in major export markets

4.6.3 NTMs prioritised by WTO-TFR process

This section draws on the latest Trade Policy Review (TPR) conducted by the World Trade Organisation (WTO) for Malawi in 2016. The Malawi Revenue Authority (MRA), a government agency under the supervision of the Ministry of Finance and Economic Affairs (MOFEA), is responsible for the assessment and collection of tax revenues. Its remit includes the customs clearance of imports and exports in accordance with the Customs and Excise Act and the Control of Goods Act. The MRA also enforces various import and export controls on behalf of government ministries, as well as foreign exchange controls on behalf of the Reserve Bank of Malawi (RBM).

Malawi has launched one-stop border post initiatives at six border crossings and has established Joint Border Committees (JBCs) at three major border posts (Songwe, Mwanza and Dedza) with a view to improving coordination among officials from the various agencies that intervene in the control of imports and exports (MRA, Malawi Bureau of Standards (MBS), Police, Ministry of Agriculture, Irrigation and Water Development (MAIWD), and Ministry of Health). Nevertheless, physical inspections and sampling are, in general, still carried out independently, on the basis of each competent agency's selectivity criteria, so there is considerable room for improving coordinated management at border-posts. In 2016, there were 110 licensed clearing agents in Malawi down from 125 in 2010. All clearing agents operate under an annual licence that is issued by the MRA and must be backed with a bond of MK 500,000. There are no legal provisions governing the fees charged by clearing agents. The MRA levies a fee of MK 10,000 for the processing of import and export declarations, except those under COMESA's Simplified Trade Regime (STR).

Since 2012, clearing agents have been able to submit declarations and supporting documents to the MRA through an online platform called the remote Direct Trader Input but the finalization of customs formalities still requires submission of hard copies due to a lack of legislation on electronic signature. In addition, whilst the MRA has working procedures for pre-arrival processing of import-documents, it has conducted a feasibility study on the scope to introduce an Authorized Economic Operator (AEO) scheme, but to date no formal mechanism has been put in place for the issuing of advance rulings. Finally, in 2016 Malawi successfully migrated from its current Automated System for Customs Data (ASYCUDA++) to the web-based version ASYCUDA World, but this has not obviated the need to submit hard copy customs declarations, which remain the norm.

Since 2012, all customs declarations whose value for duty purposes is equal to or greater than MK 500,000, along with their supporting documents, are electronically sent to a single Declaration Processing Centre (DPC) at the MRA's head office. Import declarations are assigned into one of three selectivity lanes: blue (immediate release with ad hoc post-clearance audit), yellow (documentary check) and red (documentary and physical checks). In 2016, imports with a free-on-board (FOB) value MK 300,000 are subject to a physical inspection fee of MK 30,000. The MRA indicated that it would welcome technical assistance towards automation of its risk management system. Most disputes relate to valuation, classification and origin decisions.

The MRA's service delivery has been negatively affected by intermittent electricity shortages and network connectivity challenges experienced across Malawi.

Malawi implemented the STR at border crossings with Zambia in 2010 and Zimbabwe in 2012. The STR allows small-scale consignments of originating goods, set out in bilaterally negotiated common lists, to be traded duty-free and without certificates of origin. In 2012, the maximum value threshold for STR eligibility was raised from US\$500 to US\$1,000 and the processing fee for customs clearance of qualifying consignments was reduced from MK 5,000 to US\$1 (approx. MK 700 at the time). Since neither Mozambique nor Tanzania are COMESA members it has not been possible for Malawi to roll out the STR to all its neighbours, but it is understood that this could be reviewed under bilateral arrangements.

Goods in transit through Malawi must have security coverage for 50% of the amount of customs duty at stake. This requirement may be fulfilled either through a cash deposit or a bond guarantee by the clearing agent. The COMESA Customs Bond Guarantee Scheme is not operational in Malawi. MRA escort through Malawi's customs territory is mandatory for consignments deemed risky, such as break bulk cargo, and in 2016 cost MK 30,000 per day/night per officer in transit. However, transit volumes remain insignificant, estimated at 5% of Malawi's total trade. This excludes transit coal shipments.

Since November 2014, the MRA is responsible for the collection of international transit fees from foreign vehicles entering Malawi. In 2016, the transit fee for Mozambican-registered vehicles of 3-tons and above is US\$28 per 100 km, buses and 3-ton trucks registered in other COMESA states are subject to US\$8 per 100 km, whereas heavier vehicles must pay US\$15 per 100 km. These costs have significantly increased the transport costs, particularly to Mozambique trucking companies.

There are a number other costs that impact on imports. In addition to customs duties, imports are subject to a withholding tax, value added tax (VAT) and excise duties. Additional levies apply to fuels, virtually all of which are imported. Levies funding the MBS apply on a range of imports. This complex system of taxation further raises the costs of imports into Malawi, which undermines the competitiveness of agri-business and manufacturing firms in the country.

4.6.4 NTMs prioritised by SATCP process

In addition to this assessment, as part of the preparatory work for Southern African Trade Connectivity Project (SATCP) the World Bank commissioned African Skies to conduct a questionnaire targeting senior executives of foreign owned businesses in Mozambique, Malawi and Zambia. The purpose of this survey was to identify the challenges these companies faced in trade-related business in each country. These bottlenecks cover all regional transport routes and not just the Nacala Corridor and Beira (Sub)Corridor, which are the focus on this report. The survey focussed on issues to be addressed in three categories, namely: Getting to the border, At the border, and Beyond the border, which were more or less evenly split across the categories.

Table 31 lists these priority issues, but a cursory scan highlights some common issues across all categories, notably market distortions, high-costs, burdensome regulations and bribery and corruption. From this analysis the main NTBs that restrict trade flows on the Beira and Nacala Corridors, including for Malawi, were grouped in summary form as follows:

Customs documentation and administrative procedures: These include non-standardised systems for declaring imports and paying applicable duty rates; incorrect tariff classification; limited and uncoordinated customs working hours; different interpretations of the Rules of Origin; non-acceptance of certificates of origin; application of discriminatory taxes and other charges on imports originating from member states; and cumbersome procedures for verifying originating imports whose origin status is disputed.

Immigration procedures: Non-standardised visa fees and cumbersome and duplicated immigration procedures are included here.

Quality inspection procedures: These include delays in the inspection of commercial vehicles; cumbersome and costly quality inspection procedures; unnecessary quality inspections (also of products certified by internationally accredited laboratories); non-standardised procedures for quality inspection and testing; and varying procedures for issuing certification marks.

Transiting procedures: These involve non-harmonised transport policies, laws, regulations and standards, including road user charges, third-party (cross-border) motor insurance schemes, vehicle overland control systems, vehicle regulations and standards, and cross-border road permits; as well as prohibitive transit charges.

Roadblocks: In particular, this refers to the practice of stopping commercial vehicles at various intra-country roadblocks, even when there is no evidence that the transported goods are illegal or being smuggled.

Railway NTBs: Two specific NTBs that were initially highlighted at the time of designing the SACTP that impact on the competitiveness of the railway appear to have deteriorated in the last couple of years. These are:

The need for a contramarker for transit rail traffic introduced by Mozambique Customs three years ago has become a major bottleneck. This is because up to 140 containers, comprising of multiple consignments for multiple clients, need to be cleared on a customer-by-customer basis, which is arduous for the railway operator, and can lead to delays can be up to 4 days.

The need for electronic-seals for transit traffic introduced by Mozambique Customs 18 months ago have to be removed at the Entre Lagos / Nayuchi border, which takes between 3 and 4 hours. The prospects to deviate cargo off the railway is very low and, since Nacala Logistics has its own tracking devices for security reasons, this is seen as an unnecessary physical and time expense for the railway operator.

Table 31: NTBs Identified Along Corridors Servicing Malawi

Getting to the border	At the border	Beyond the border
Lack of access to foreign exchange.	Import tariffs/export duties.	Trade distorting subsidies.
Lack of access to trade finance.	Import quotas/export restrictions.	Bias in government procurement.
Burdensome trade-related banking requirements.	Import and export bans.	Distorted competition from State-Owned Enterprises.
Price controls.	Excessive costs, delays, and uncertainty in border procedures (fees unrelated to services provided, multiple inspections by border agents, excessive pre-shipment inspection costs, lack of automation in border procedures).	Barriers to digital trade.
High trade-related transport costs – including maritime cartels and lack of competition to serve the poorest markets.	Ad hoc border closures.	FDI restrictions.
Inadequate trade-related infrastructure.	Lack of transparency in border procedures.	Excessive cost and time for testing and obtaining relevant certificates related to standards.
Excessively high prices for the provision of logistics services due to the existence of cartels and monopolistic/oligopolistic market structures.	Anti-dumping, countervailing and safeguard measures.	Restrictions on movement of people.
Gender inequality, i.e. discrimination in laws, constraints on women's mobility or gender related barriers to finance or at the border could lead to higher trade costs and limited access to markets.	Costly/discriminatory rules of origin in trade agreements.	Lack of mutual professional recognition agreements.
The cost and time of obtaining required import and export licenses and permits.	Bribery and corruption.	Discriminatory regulation of services sectors.
High inventory costs due to costly and unpredictable trade procedures.		Bribery and corruption.
Bribery and corruption.		

Source: African Skies (2019)

4.6.5 NTMs prioritised by USAID Trade-Hub

Seven (7) trade facilitation priorities were identified in a recent USAID report for Malawi, namely:

- Improved CBM: Border management and agency coordination, including at Mwanza, Dedza and Songwe borders and customs procedures related to poor IT network of ASYCUDA, often due to no back-up generators resulting in frequent outages;
- Removal of Non-Trade Barriers: NTBs such as import restrictions, customs delays or other systems preventing or impeding trade;
- National Single Window: An online platform that allows traders to process trade documents (like applications and payments for licenses and/or certificates; processing of customs declarations and so forth), with a single entry point;
- Simplified Trade Documentation: Simplified and harmonized documentation for trade, in particular for small traders;
- Regional Transit Procedures: Enhanced coordination and notification of changes in regional transit procedures (for example, there should be advanced notice every time Mozambique is about to make changes in transit procedures);
- Risk Management: Stronger risk management systems: a concept whereby customs do not have to examine all shipments, but apply their scarce resources to more risky imports determined by an assessment of past compliance level of a trader; and,
- One Stop Border Post Implementation: OSBP is a concept whereby traffic crossing the border need only to stop at one border post between two countries.

4.6.6 NTMs prioritised by TTTFP

Specific issues raised included a lack of harmonization concerning transit-transport facilitation issues identified by stakeholders who engaged on the Tripartite Transit Transport Facilitation Programme (TTTFP) with Malawian stakeholders, include the following:

- Insurance: All corridor countries but Mozambique are part of COMESA and accept the COMESA Yellow Card. Additional insurance is required in Mozambique. Currently SADC is working on getting the yellow card accepted in all member states, including Mozambique and South Africa.
- Axle-Load Restrictions: Mozambique's vehicle dimensions and weight regulations are more stringent than in neighboring countries. This means that the load limit for tri-axle trailers on the Nacala and Beira Corridors are limited to 30 tons, while other corridors/ports such as Durban are able to handle 34 tons for super-links/interlinks..

- **Left-Hand Truck Ban:** Mozambique recently unbanned imports of left-hand trucks following some intense lobbying from transporter associations. Other countries still allow them and these foreign trucks are allowed to transport goods in Mozambique. The situation is to be reviewed in 2025⁵.
- **Multilateral Cross-Border Transport Agreement:** The TTTFP is working with COMESA-EAC-SADC Tripartite countries to design and implement a MCBTA but this is not in place and remains work in progress, but this needs to be confirmed.
- **Corridor Management Agreements (and Authorities):** The Beira and Nacala Corridors have signed regional agreements on cross border transport policy formulation, regulation and operation, but no corridor institutions have been established, particularly for the Beira Corridor.

4.7 Recommendations to improve trade facilitation

The recommendations to improve transit and trade facilitation are as follows:

4.7.1 Transit Facilitation

It is recommended that Malawi cooperate with the TTTFP Technical Assistance Committees to:

- Amend its road-related legislation to include the final outstanding issues;
- Domesticate the Vehicle Load Management Model Law and Regulations as the vehicle load management system that Malawi has in place as part of MaLTIS is in line with the VLM Model Law and Regulations and Malawi has a cashless payment system;
- Commission the Vehicle Load Management System that is part of MaLTIS;
- Actively pursue funding to implement a weighing station improvement plan;
- Domesticate and implement the Dangerous Goods Model Law; and,
- Domesticate the Cross-Border Road Transport Act and Regulations and implement the law.

In implementing the aspects of the TTTFP that are new to Malawi, Malawi needs to actively cooperate with the TTTFP implementation team and make use of the opportunities provided by the programme.

4.7.2 NTBs and NTMs

Malawi's ratification of the WTO-TFA allowed for structured progress to be made in improving the legal and regulatory environment for trade. While bilateral trade agreements exist research done under this project reveals there remain some structural issues in the experiences of traders with NTMs and POs. Below are a set of recommendations put forward to address some of the burdens raised through interviews in the sections above.

⁵ This was conveyed in an interview with a transporter based in Blantyre, Malawi on the 26th February 2020 and subject to confirmation.

- Streamline coordination in the issuance of trade permits and the need to strengthen administrative capacity for the issuance of permits – this will involve extensive coordination between government departments, including MBS, Ministry of Trade and Ministry of Agriculture.
- Re-evaluate the need for export licenses for products falling outside the food category – this would alleviate a significant amount of strain on the issuance of licences and would trickle down to speeding up administrative processes as well as time delays. Evaluation criteria should be clearly defined, together with an automated procedure based on food security data in cases of health and safety of trade in food products. Also, approvals need to be permanently delegated to lower-level technical staff.
- Attention should be further given to centralizing procedures in a ‘single-window’ – efforts should be continued towards accrediting MBS internationally. Accreditation of MBS is likely to have a great impact on exports. However, to fully benefit from it, the private sector needs to develop capacity to comply with international standards.
- A reduction in mandatory export inspection – export quality could be market-driven where the conditions are right. If destination markets require internationally accredited certification from an exporter, additional export inspections by MBS should be avoided. Eliminating this duplication of conformity assessment would not only unburden exporting companies, but also open up capacities at MBS that struggles with the high demand for their services.

5. Border Post Surveys

In line with the ToR for the project, border post surveys were done at 3 locations, namely Zómbue-Mwanza-Zobue and Dedza-Colomué between Malawi and Mozambique, and Mchinji-Mwami between Malawi and Mozambique. Surveys were done for 24 hours over 7 days at the beginning of January 2022, and focussed on collecting time and traffic data, as well as user satisfaction surveys.

In this chapter the methodology for the surveys will be discussed, followed by the results and conclusions.

5.1 Methodology

5.1.1 Border Post Time and Traffic Surveys

5.1.1.1 Introductions and Orientation

On arrival at the border post the Field Operations consultant met the relevant key staff in all major departments in order to explain the project objectives, processes and to request assistance and cooperation. The process included all stakeholders, inclusive of customs, immigration, other border agencies as well as customs clearing agents. This was essential to determine the current work procedures and to assess the workflow at the border post on both sides. Based on the information gathered the consultant determined whether or not the layout of the data collection forms, both internal & external, were appropriate for the survey to be undertaken and were amended/changed the format of the data capture forms and the staff deployment to suit the circumstances.

The survey covered all modes of transport that cross the border and includes HGVs (Heavy Goods Vehicles), Light and Medium Trucks, Buses/Coaches (60 pax), Coasters (30 pax) Minibus (14 pax), Salon Cars, SUV's and Pick-up vehicles (4x4 & 4x2).

The processes monitored covered all Border Agencies i.e. Customs, Immigration, OGA's and Police/Security. All Customs Regimes are covered in the monitoring process and include Imports, Exports and Transits inwards and outwards as well as empty truck movements.

5.1.1.2 Pilot Study

Thereafter the consultant organised a pre-survey workshop to explain the activities to be performed, explaining that once the survey staff have been employed and trained it would be necessary to arrange and coordinate a pilot test run of the survey. This was essential in order to obtain maximum cooperation and involvement from all the border post organisations.

5.1.1.3 Selection, Recruitment and Training

The consultant recruited local post-graduate students or school leavers at each border post. Selection criteria were based on the following: -

- School leaver or postgraduate
- Read & write English and one other local language i.e. Swahili.
- Basic numeracy knowledge i.e., addition, subtraction, multiplication etc. are essential.
- Basic computer skills i.e. Word, Excel may also be a requirement.

No past working history is necessary and 1-2 days' classroom and on the job training were given by the consultant or until the consultant was satisfied or confident that the incumbents are capable of handling the job.

One full day was dedicated to a pilot study prior to the start of the survey where enumerators were required to test the use of the tablets, the survey App and to familiarize themselves with the survey procedures. This also gave supervisors the opportunity to evaluate the quality or standard of data collection and test the automated data processing programs and fine tune where necessary as there may be some anomalies to deal with at the various border stations.

The training took a two-pronged approach involving both theoretical and practical sessions as detailed below:

a) Theory Session

Methodology: Classroom style using simple language and participatory tools

Tools: Tablets and Survey App for data collection

Content

- i) Objective of assignment and expectations
- ii) Elements of the survey instruments and data to be collected – time and traffic
- iii) Data quality - errors and implications, completeness of data, validation checks being applied to data
- iv) Sampling methods: explain the purpose of selecting samples in such a way that the data collected will not be biased
- v) Salient issues – courtesy to respondents, time keeping, legibility of handwriting and dress code for survey
- vi) Handover protocols at end of shift

b) Practical Session

This involved pre-testing the survey instruments. It also involved familiarisation with the border station and data collection by enumerators using the survey App for about two hours at all stations. Peak traffic hours (late morning) were targeted for this exercise.

c) Review of Pre-test Data Collection

An interactive feedback session was aimed at quality assurance to ensure that all queries and mistakes made in data collection using the survey App are reviewed and corrected, and that the team is competent to undertake the survey.

Key issues from the debrief session included:

- Identification of container types i.e., 6 metre vs 12 metre
- Recording formats
- Classification of vehicles according to the defined categories
- Vehicles to be recorded at the various stations
- Duration of the survey

5.1.1.4 Data Collection Process

The data collection activity was performed for a period of one week covering 24 hours due to the nature of the border operating procedures

Six survey points were used in the exercise as shown in the schematic diagram below. Stations A and D are the points of which vehicles approach the border stations and start to queue. Stations B, E, D and F are the points at which vehicles enter and exit from the customs clearing area.

Data collection was done using tablets and a survey App specially designed for cross-border data collection and these applications were used to capture descriptive data and the specific times at which vehicles move through the border.

- App 1A was used to capture data on trucks arriving at the border. This included the descriptive information necessary to track the vehicles.
- App 2A was used to capture the data on buses and large passenger vehicles crossing the border station. This included origin and destination and the vehicle description.
- App 1B and 1C were used to capture the data regarding entry and exit times for trucks entering and leaving the customs clearing area.
- App 1A was completed at survey station A and F respectively; App 2A was completed at survey station B and E; App 1B was completed at survey stations B and E; and App 1C was completed at station C and D.

If stratified sampling was required (e.g. a specific fraction of different types of trucks or cargo to be surveyed) then the software application allowed the required mix of samples to be uploaded to the tablets. As the type of vehicles surveyed were captured, the application counted the number in each stratum and indicate to the enumerator how many of each kind of vehicle still needs to be surveyed, to ensure that the desired sample mix is obtained at the end of the survey period.

The exact number of enumerators to be deployed at each station was determined after evaluation of each border post layout during the initial assessment and interview with border officials. A minimum of five enumerators and one supervisor per side at each border post was required, namely two at point A and F; two at points B and E (one for truck and one for passengers) and one at each of points C and D.

The budget had been designed to cater for flexibility, having been based on a workable average number of enumerators to be employed. It was at all times necessary to have spare enumerator

capacity in order to be able to provide cover in cases of need and to ensure that data collection is not jeopardised by personal problems.

The movement of the vehicles is illustrated in Figure 19 and Figure 20 below.

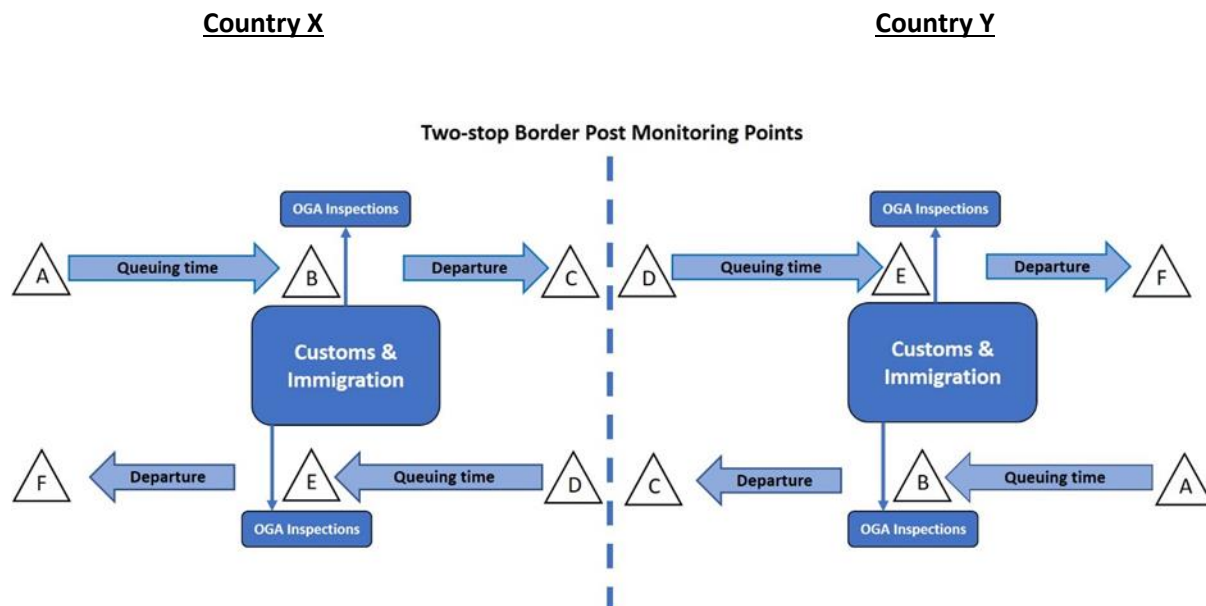


Figure 19: Vehicle Movements and Survey Points for a Two Stop Border Post

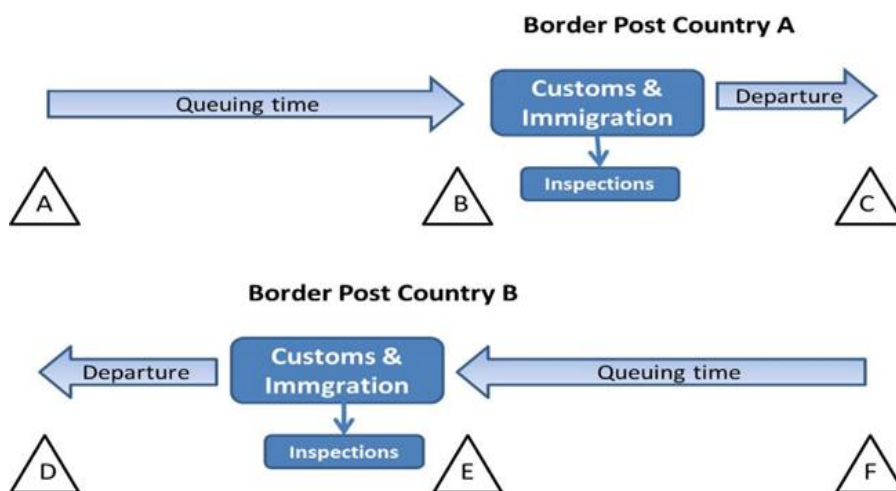


Figure 20: Vehicle Movements and Survey Points for a One Stop Border Post

The tablet software application could be configured in such a way that each observation was uploaded to a central system after the completion of each observation. This provided the supervisor with real time feedback on the rate at which each enumerator is collecting survey data. Should this rate exceed either a minimum or maximum threshold, it would be indicative of a problem in the data collection process (either the enumerator is not actively collecting data, or the enumerator is entering fabricated data at a faster rate than what normal data capturing processes will allow).

Should the objective of a survey be to measure the impact of specific interventions at a more detailed level of the process flow, then additional points of data capturing would be added to perform time delay measurements at a level of granularity that will allow the separate measurements of those process steps to be impacted by the relevant intervention.

5.1.1.5 Information Flow or Survey Data

The pro-forma applications used for each recording function are illustrated in the Annexures. The flow process by which the information will be handled by the survey staff is illustrated in Table 32 below.

Table 32: Survey Information Control Checks App 1A, 1B, 1C & 2A

Forms	Location	Survey Points	Enumerator	Information to be filled in	Control check
App 1A	Arrival point (queuing) or parking (Truck traffic count & OD information)	Points A and F	Surveyor (1)	Vehicle registration Number, truck type, Time of arrival and OD information	Entry Saved in "Cross-Border" App and entries checked by Supervisor daily
App 1B	Customs area entry point (Truck time survey)	Points B and E	Surveyor (2)	Arrival time, Customs registration, inspections, release order and gate out.	Entry Saved in "Cross-Border" App and entries checked by Supervisor daily
App 2A	Customs area entry point (Passenger traffic count and OD information)	Points B and E	Surveyor (3)	Vehicle registration Number, vehicle type, Time of arrival and OD information	Entry Saved in "Cross-Border" App and entries checked by Supervisor daily
App 1C	Exit point or departure from border (truck only)	Points C and D	Surveyor (4)	Vehicle registration Number, truck type, Time of departure from border	Entry Saved in "Cross-Border" App and entries checked by Supervisor daily

5.1.1.6 Data Validation

The following checks were performed to ensure as far as reasonably possible that captured data is correct and reliable:

- a) The time at which data fields are captured is recorded, and the time delay from one observation to the next is measured. If data was correctly captured while traffic was flowing through the border, one would expect a more or less even rate of capturing of consecutive observations. Should several observations follow each other in too quick succession, it would create the suspicion that the data may have been fabricated by the enumerator in order to make up a quota.
- b) Observations that were applicable to the same vehicle moving through the process were based on vehicle registration numbers. The time delays from each step to the next were be compared against minimum and maximum expected time delays, to determine outliers that could not be correct (e.g. a vehicle is seen at point B before it was seen at point A).
- c) The statistics of the time delays generated by different sets of enumerators operating during the same time periods were compared. If some sets differed significantly from other sets (more than what would be expected based on sample size and population standard deviation), it would raise a concern as they both come from the same population.
- d) If data was also available from other sources (e.g. GPS tracking data from some road transport operators whose vehicles regularly crosses the relevant border or port) then additional cross-validation checks were be performed. A search was done for the vehicles from that company that crossed the relevant border during the survey period. For those vehicles that were found within the survey sample, the time indicated by the GPS system when the vehicle arrived at and left the border were compared against the times captured by the enumerators for the same vehicle. This indicated whether the two time sets can be reconciled or not. The same was done with data available from the relevant customs authority or operator of a local weighbridge where the registration numbers of vehicles and the times of transactions were also recorded.

5.1.2 User Satisfaction Survey

The survey team tested the process prior to data collection. The information was to be collected over a period of one week from a range of different respondents. The survey staff were guided in the proportions of different user categories to be approached and the proportions were shown in the survey report.

The sample included the following key stakeholders: borders agencies, the clearing agents, informal traders, truck drivers, travellers and the general business community.

The sampling strategy was designed to collect information relating to procedures, facilities, infrastructure, design and layout of the border and the performance of the border authorities. The survey would therefore reflect the level of user satisfaction before and after construction of the OSBP.

5.1.3 Small Scale Trader Survey

Passengers/travelers carrying any goods that require a Direct Assessment must make declarations when necessary. The data was captured into the Cross-border App under Small Scale Trader

Assessment, the commodity, value of goods and BOE (Bill of Entry) or declaration number was captured by surveyor in conjunction with the Customs officer on duty. Other processes such as Port Health Screening, security Screening and Immigration were also captured as well as entry and exit from border to determine the total dwell time for processing.

The time sequence or verification of Customs in the case of a Direct Assessment and Immigration process was completed by the surveyor at the Immigration Hall. On departure or exiting the border the surveyor completed the exit or departure times from the border.

5.1.4 Infrastructure Survey

This survey was intended to highlight any areas that are not receiving necessary attention such as maintenance of hard infrastructure, upgrading of IT network systems and Safety and Security Standards.

5.1.5 Analysis and Presentation

The survey data captured on the tablets, uploaded to the online TRANSLOG platform on site and will be available to view through the TRANSLOG online portal on the TLC website. All source data and back-up files will be kept secure. The individual survey reports will be compiled in standardised format. The reason for producing the reports in a uniform format is to maximise the potential for comparison and evaluation from one border to another and in the future repetitions of the surveys at the same border.

This survey report was initially completed as a draft report and transmitted to TMEA for comment and to permit requests for additional information, before being finalised.

5.1.6 Data Analysis

To support the extraction of maximum useful value from the collected data, the following analyses were applied to all collected data sets:

- a) For each evaluation criteria a benchmark is created, either based on long term average or alternative sources. All results were compared against this set of benchmarks.
- b) Descriptive statistics were generated for each measured variable, including mean, median, standard deviation, skewness and kurtosis, quartiles and other statistical measures that may be deemed to be informative.
- c) Histograms were generated for all variables to show how the measured values are distributed; this provides an indication of the underlying reasons for the spread in values, e.g. when different modes are detected.
- d) Performance measures were calculated as time trends as far as possible to show any possible dependence on time, either due to cyclic behaviour (e.g. related to day of week of month of year) or long term trends or occasional peaks.
- e) Data was categorized based on underlying variables that may help to explain the reason for performance that was observed, e.g. per cargo type or per individual commercial participant.

Statistical measures like t-statistics were applied to these categories to determine which of them significantly deviate from the overall population.

- f) Correlations were generated to reflect the possible impact of input variables on outcomes and to measure the strength of such relationships.
- g) If required input-output models can be fitted to data, e.g. linear or logistic regression models, to determine the extent to which observed performance can be explained by a combined set of input variables.

5.1.7 TRANSLOG Android Cross-Border App

TRANSLOG is an online data capture platform designed and developed by TLC for cross-border monitoring. The Translog Android app is the same as the border survey app described under Monitoring Tools in Section 7. The system currently works on either manually collected data using printed data collection sheets with the information entered into the sheets manually or more favourable digital data collection using tablets by trained Enumerators strategically placed at stations both outside and inside the Border Control Area to allow accurate collection of:

- Vehicle arrival times at the border
- Vehicle Registrations for tracking purposes
- Vehicle configurations
- OD (Origin & Destination) information
- Commodities carried
- Tonnage of cargo
- Entrance times into Customs Control Area
- Submission of documents to Customs
- Cargo Inspections
- Release Order times
- Final Exit times from the border

The information is captured into the online platform either through manual entry by data capture or uploaded to the platform electronically from a laptop or PC, the program automatically generates a number of user friendly reports consisting of tables and graphs covering the following outputs:

- Traffic volume counts by vehicle category (Day & Night Counts)
- Arrival patterns at the border
- Origin & Destinations of vehicles and cargo
- Transporter Nationality of vehicles
- Commodity or Cargo types by Customs classification
- Detailed breakdown commodity tonnage by vehicle configuration
- Frequency of Arrivals, Submissions and Departures
- Distribution of Vehicle Dwell Times and comparison by Customs Pre-clearance
- Border-crossing times by vehicle category and all vehicles
- Border-crossing times by Customs pre-clearance and normal clearance

- Border-crossing times by Customs Regimes i.e. SCT (Single Customs Territory), NTB (National Transit Bond), DI (Direct Import) and ER (Empty Returns)

PROBLEM:

A system was needed to convert a manual data collection method, for cross-border monitoring, to a more automated system.

Traditional manual data collection



Data could easily be lost



More susceptible to human error



Data can easily be tampered with



Automated data collection system



Minimises the possibility of human error



More controlled data collection



Data is more secure (Electronic format)



OBJECTIVES:

To be automated:

Forms:

- Form 1A
- Form 1B
- Form 1C
- Form 1D
- Form 2A

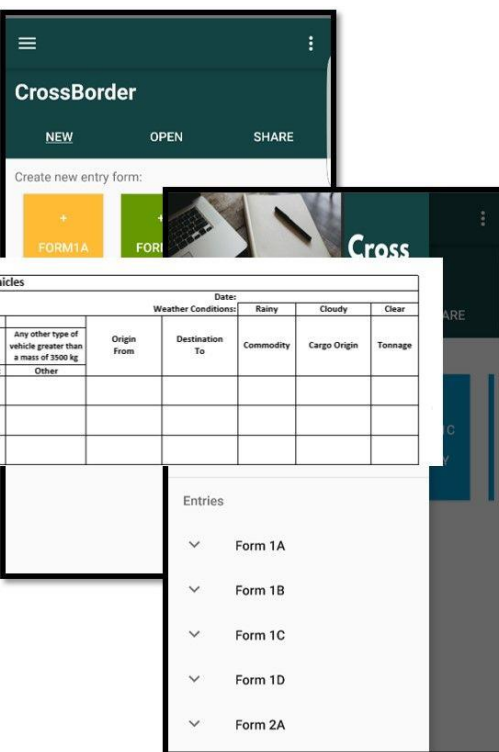
Surveys:

- Small Scale Trader Survey
- User satisfaction survey
- Community Survey
- Functionality

- Store files locally
- Store in a usable format
- Be able to edit stored files
- Share/Sync files

SOLUTION:

Application of the Form 1A will be used for demonstration purposes:



CrossBorder

NEW OPEN SHARE

Create new entry form:

FORM 1A FORM 1B FORM 1C FORM 1D FORM 2A

FORM 1 A: Traffic Count & OD Survey Commercial Vehicles

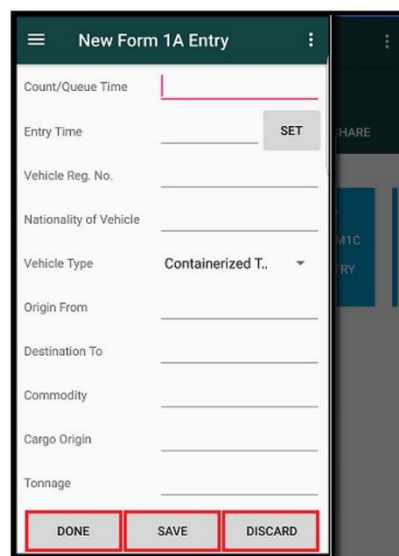
Border Station:		Survey Time Period:		Start:	Finish:	Vehicle Type					Origin From	Destination To	Weather Conditions:	Rainy	Cloudy	Clear
Count or Queue Time	Entry Time	Vehicle Registration No:	Nationality of Vehicle	Containerized Truck e.g. 1 x 40' or 2 x 20'	Fuel Tanker	Break Bulk	Medium Truck	Light Truck	Any other type of vehicle greater than a mass of 3500 kg	Other	Commodity	Cargo Origin	Tonnage			

Entries

- Form 1A
- Form 1B
- Form 1C
- Form 1D
- Form 2A

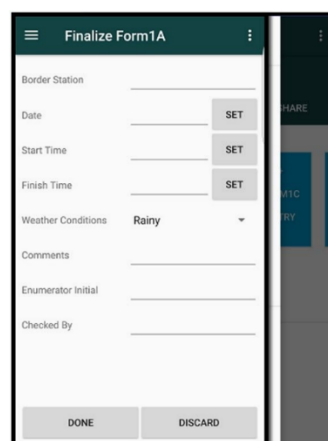
Creating a form:

- Create a new Entry
- This can be done by selecting
- a New Form Entry.
- Completing an Entry
- Once a new Entry has been selected,
- the user fills it in.
- Entry Options
- Done button
- Completes Entry
- Save button
- Stores Entry to be finished later
- Discard button
- Deletes the current Entry



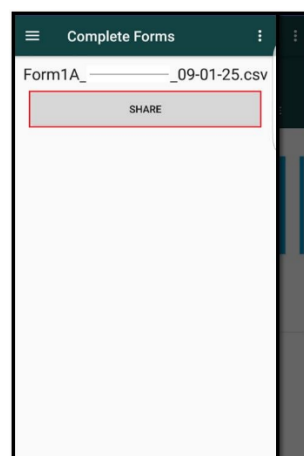
Finalizing a form:

- After enough Entries have been
- filled in, it is necessary to finalize
- the form
- This can be done in the
- Form Completion section.
- Completing a Form
- Once a Form is selected, the user
- can start filling it in.



Sharing forms:

- To share a specific form
- This can be done by selecting the Share in the Communicate section.



The Data Collection Device:

8" Huawei Matepad T8 Android Tablet with 2 mega pixel rear camera and 2 mega pixel front camera.



5.1.8 Survey Comments and Observations

In addition to the reporting based on the data and information acquired at the border posts, comments and observations will be forwarded to Client on issues that may be relevant to the effectiveness of the OSBP in the achievement of optimised deficiency. Where appropriate, the report with comments and observations will be submitted separately to enable Client to decide whether the comments and observations should be included in the survey reports (which will be designed for broad distribution) or addressed as separate issues.

5.2 Time and traffic survey results

5.2.1 Survey Overview

Time and Traffic Surveys were conducted at three of the main Malawi Border Posts and one Zambian Border with Malawi. The selected border posts are Mwanza, Dedza and Mchinji with Mwami being the Zambian side of the border at Mchinji. We were not granted authority by the Mozambique Government to survey the opposing border posts of Zobue at Mwanza and Calomue at Dedza, however we were able to obtain permission from ZRA in Lusaka to survey Mwami on the Zambian side of the border at Mchinji. All three border posts still operate as legacy two stop border posts while new OSBP developments at these border posts are in various stages of construction. The border post operating hours for Commercial Trucks was 06h00 to 18h00 at all three border posts while Mwanza stayed open till 22h00 to clear the border, but no new entries were permitted after 18h00. At Mwanza the new OSBP is still about 18 months away from completion and being operationalized, Dedza should be ready by the end of 2022 and Mchinji is complete and just waiting on furnishing and completion of the IT Infrastructure and should be ready by 1 July 2022 to be fully operational.

The map below shows the location of these border posts:



Figure 21: Location of the border posts

Data obtained from MRA on the AADT (Annual Average Daily Traffic) for commercial trucks has shown a downward trend for imports and exports since COVID with imports dropping substantially at all border posts in Malawi compared to pre-COVID figures, the table below indicates one week's data recorded by MRA in July 2021.

Table 33: Number of commercial trucks per week recorded by MRA in July 2021

No	Border Post	Imports No of trucks per day	Export No of trucks per day
1.	Songwe	60/day	40/day
2.	Mchinji	70/day	20/day
3.	Dedza	59/day	45/day
4.	Mwanza	74/day	42/day
5.	Marka	1/ month	1/month
6.	Muloza	27/day	14/day
7.	Chiponde	14/day	13/day
8.	Mbilima	0/day	0/day
9.	Mbamba Bay	N/A	N/A

This downward trend in trade is driven by a number of factors. Global trade data for 2020 has shown substantial drop which has impacted significantly on trade as a whole in Africa and Asia. The downturn in business global and in Africa has impacted the cash flows of importers and exporters and is further

complicated by the fact that Malawi faces a shortage of Forex which has impeded the ability of Importers to buy commodities at the same levels as in the past. Although Global Trade has shown a growth of around 10.8% in 2021 after a drop of 5.3% in 2020 (World Trade Organization Press Release, 4 Oct 2021), it is likely to take longer to recover and impact growth in Africa for some time.

The project referred to in the footnote below will finance the rehabilitation of one border post in Malawi and five border posts in Mozambique.⁶ The border posts were identified as those with highest traffic potential that were not already being upgraded by other programs. Specifically, this financing includes the expansion and rehabilitation of the following border posts: (i) Muloza, Malawi (to Milange, Mozambique) in the Nacala corridor; (ii) Milange, Mozambique (to Muloza, Malawi in the Nacala Corridor); (iii) Zobue, Mozambique (to Mwanza, Malawi) in the Beira corridor; (iv) Calomue, Mozambique (to Dedza, Malawi) in the Beira corridor; (v) Cassacatiza, Mozambique (to Chanida, Zambia) in the Beira corridor; and (vi) Ponta do Ouro, Mozambique (to Kosi Bay, South Africa) in the Maputo corridor.⁷

Photos of the 3 border posts as well as the current status of the OSBPs' construction are included in Annexure G.

5.2.2 Mwanza (Malawi)

Mwanza border post is located on the Southern side of Malawi and borders with Mozambique, it is one of the busiest border posts in Malawi servicing an extension of the North South Corridor into Zimbabwe and South Africa and also feeds into the Beira/Tete Corridor and the port of Beira which is Malawi's main import export route. The schematic below shows the layout of the current legacy two stop border post.

⁶ The World Bank funded SATTFP (P145566) is providing financing for the Songwe, Mwanza and Dedza border posts in Malawi and was also expected to fund Muloza but due to limited finances is no longer part of the project. The World Bank funded SATCP is financing the Mozambique side of the border for three of these along the Nacala and Beira corridors (Calomue, Milanje and Zobue). A joint EU-AFDB project is also funding the Mandimba (Malawi) - Chiponde (Mozambique) border posts.

⁷ Recent infrastructure development i.e. the Catembe bridge and the Maputo-Ponta do Ouro bridge have positioned the border as a more direct route to Durban. Reduction in time to travel between Maputo, Mozambique and Richard's Bay, South Africa has been cut by half from 10 to 5 hours. The route can only be used for regional trade if the border post has the necessary conditions to manage traffic of goods.

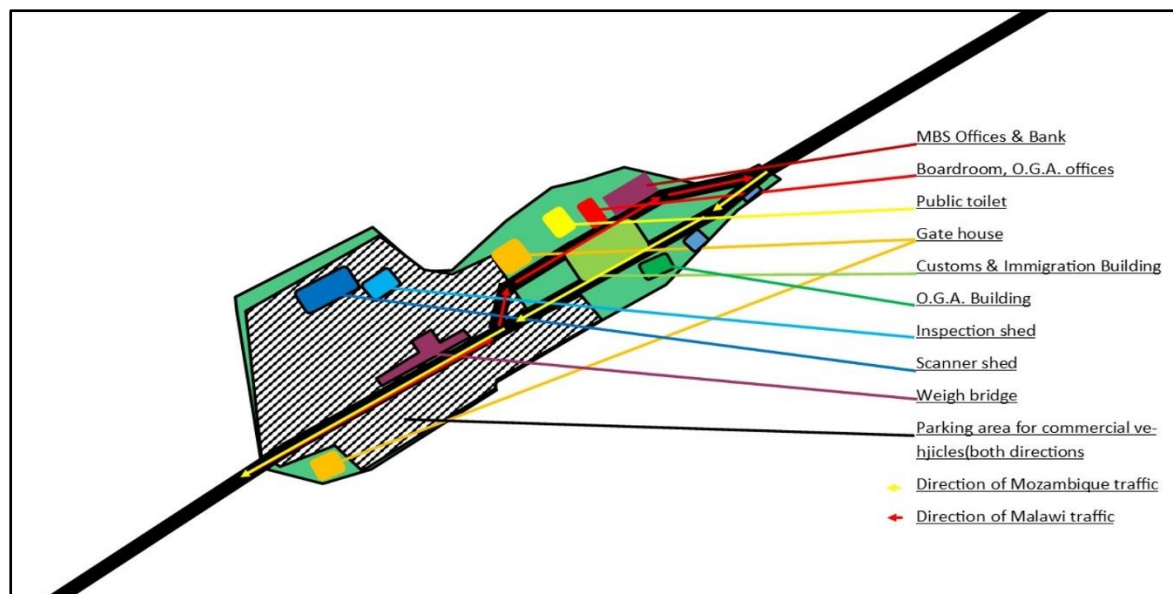
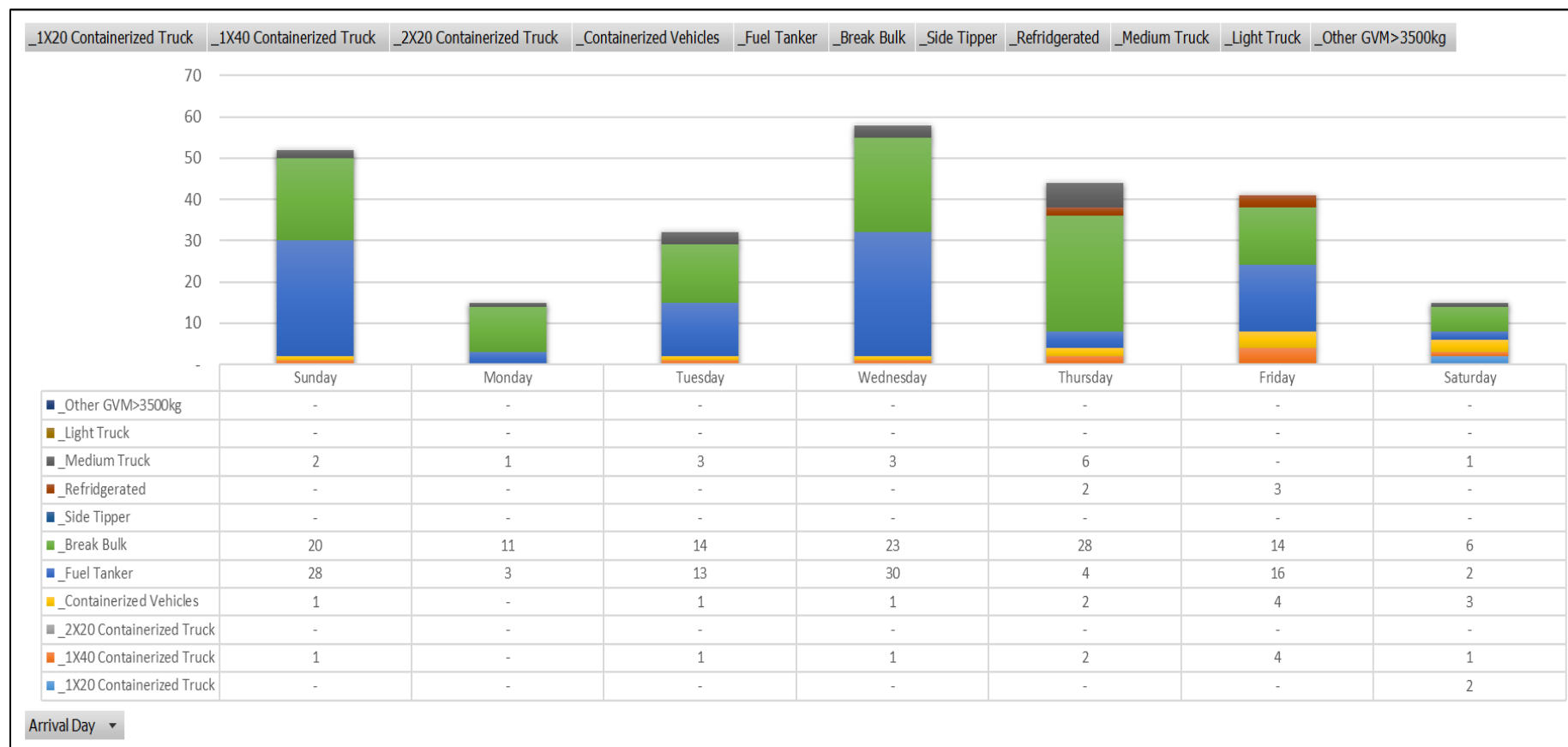


Figure 22: Layout of the current legacy two stop border post

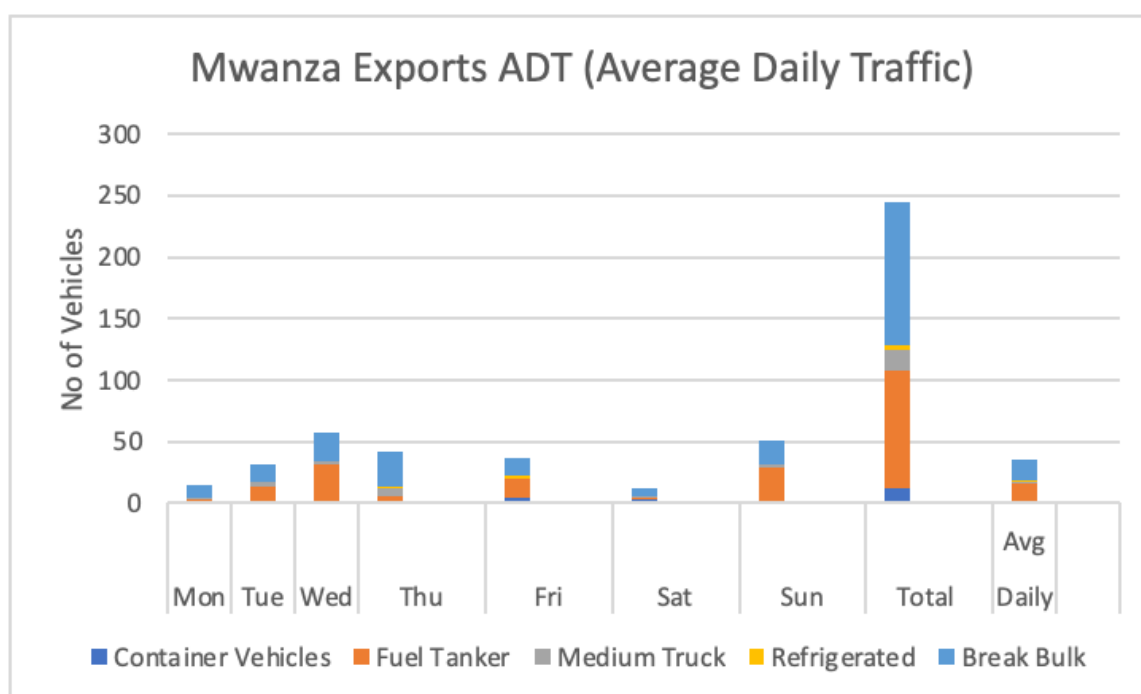
Table 34: Malawi Exports at Mwanza (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows; export fuel tankers will most likely be empty)



The bulk of the truck traffic through this border is made up of Fuel Tankers and Break Bulk loads with the busiest days Sunday, Wednesday, Thursday and Friday

Table 35: ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey								
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Daily Avg
Container Vehicles	-	1.0	1.0	2.0	4.0	3.0	1.0	12.0	2.0
Fuel Tanker	3.0	13.0	30.0	4.0	16.0	2.0	28.0	96.0	14.0
Medium Truck	1.0	3.0	3.0	6.0	-	1.0	2.0	16.0	2.0
Refrigerated	-	-	-	2.0	3.0	-	-	5.0	0.7
Break Bulk	11.0	14.0	23.0	28.0	14.0	6.0	20.0	116.0	16.4
Total	15.0	31.0	57.0	42.0	37.0	12.0	51.0	245.0	35.0



The average daily traffic counts for truck traffic were very low at an average of 35 per day which is substantially lower than the figures recorded by the MRA spot survey in July 2021 which showed exports at 42 per day. This may be partly due to seasonal fluctuations in trade flows.

The majority of cargo is made of Break Bulk Loads (47%) and Fuel Tankers (39%), while Containerized Cargo does not really feature on this route with only a 5% share of the loads, as shown in the graph below.

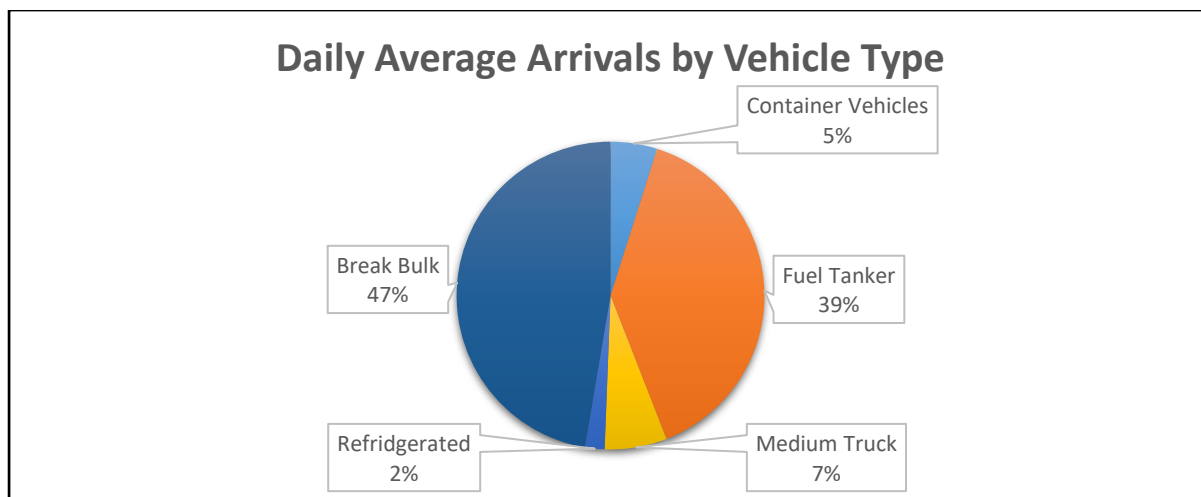


Figure 23: Truck Traffic by Load Type

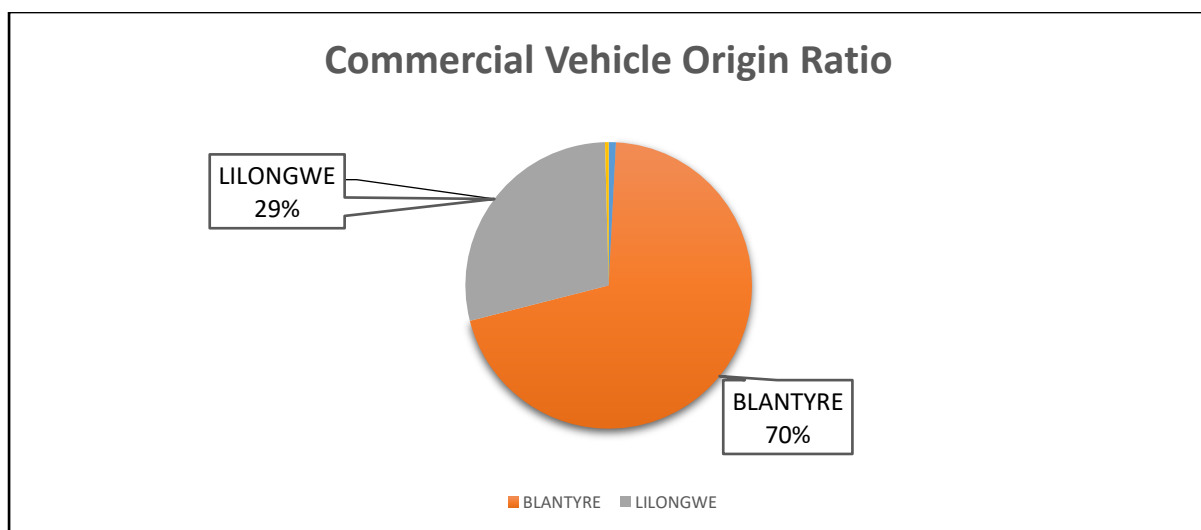


Figure 24: Commercial Vehicle Origin Ratio

70% of the Trucks originate from Blantyre and 29% from Lilongwe.

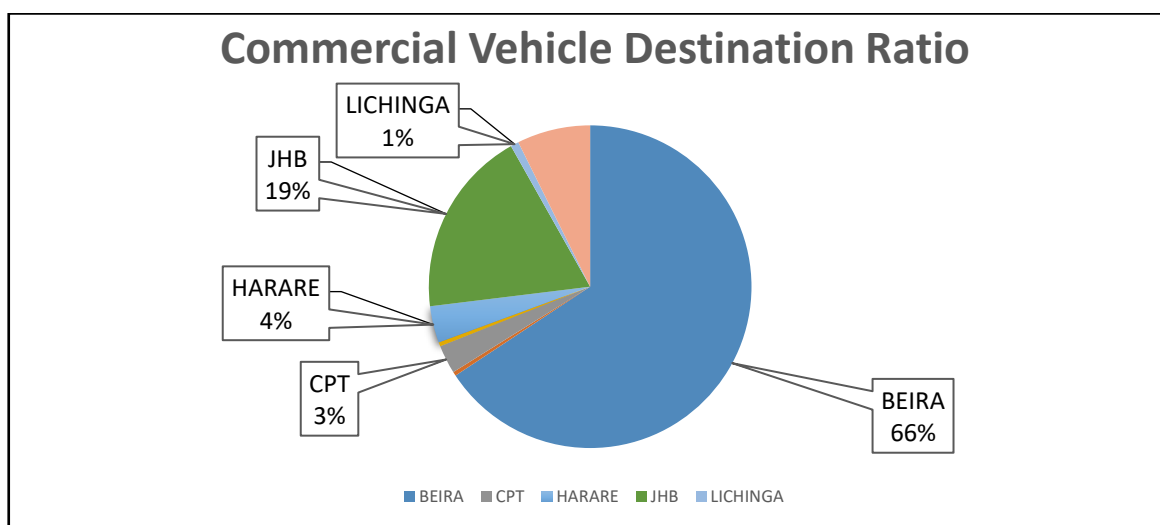


Figure 25: Commercial Vehicle Destination Ratio

As previously stated, the majority of cargo is moved to and from the Port of Beira with 66% of Trucks originating in Beira. However, there is a high percentage of Empty Returns at 43% going back from Malawi after dropping off loads in Malawi.

Table 36: Mwanza Export Processing Times

Vehicle Type	Queue Time		Entry - Customs		Customs Time		Total Dwell	
	Average	Median	Average	Median	Average	Median	Average	Median
All Vehicles	0:35	0:35	0:37	0:22	0:42	0:36	7:05	1:12

Processing times for exports are low at 1:12 h:mm largely due to the high number of empty returns at 43% that do not attract any Customs interventions.

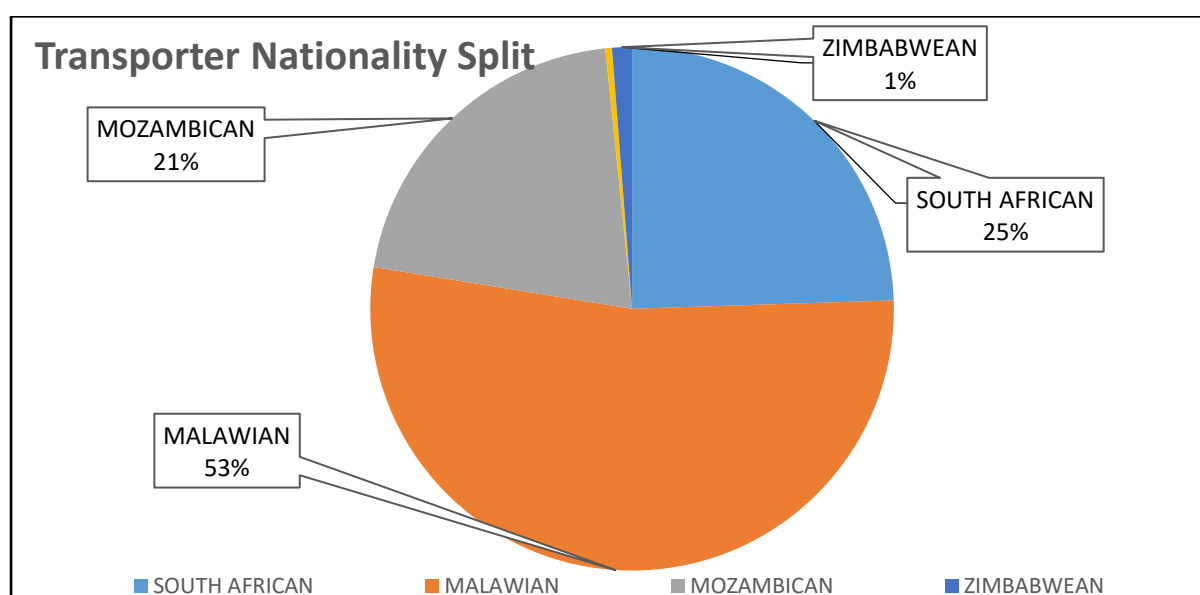


Figure 26: Nationality of Trucks

The nationality of trucks was 53% from Malawi, followed by South Africa with 25% and Mozambique with 21% share.

The busy days of the week for imports at this border post are Sunday, Monday and Friday with Fuel Tankers being dominant at 46% and Break Bulk at 41%, Containerised Cargo at 9%, Refrigerated at 2% and Medium Truck at 2%.

Table 37: Malawi Imports at Mwanza (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows)

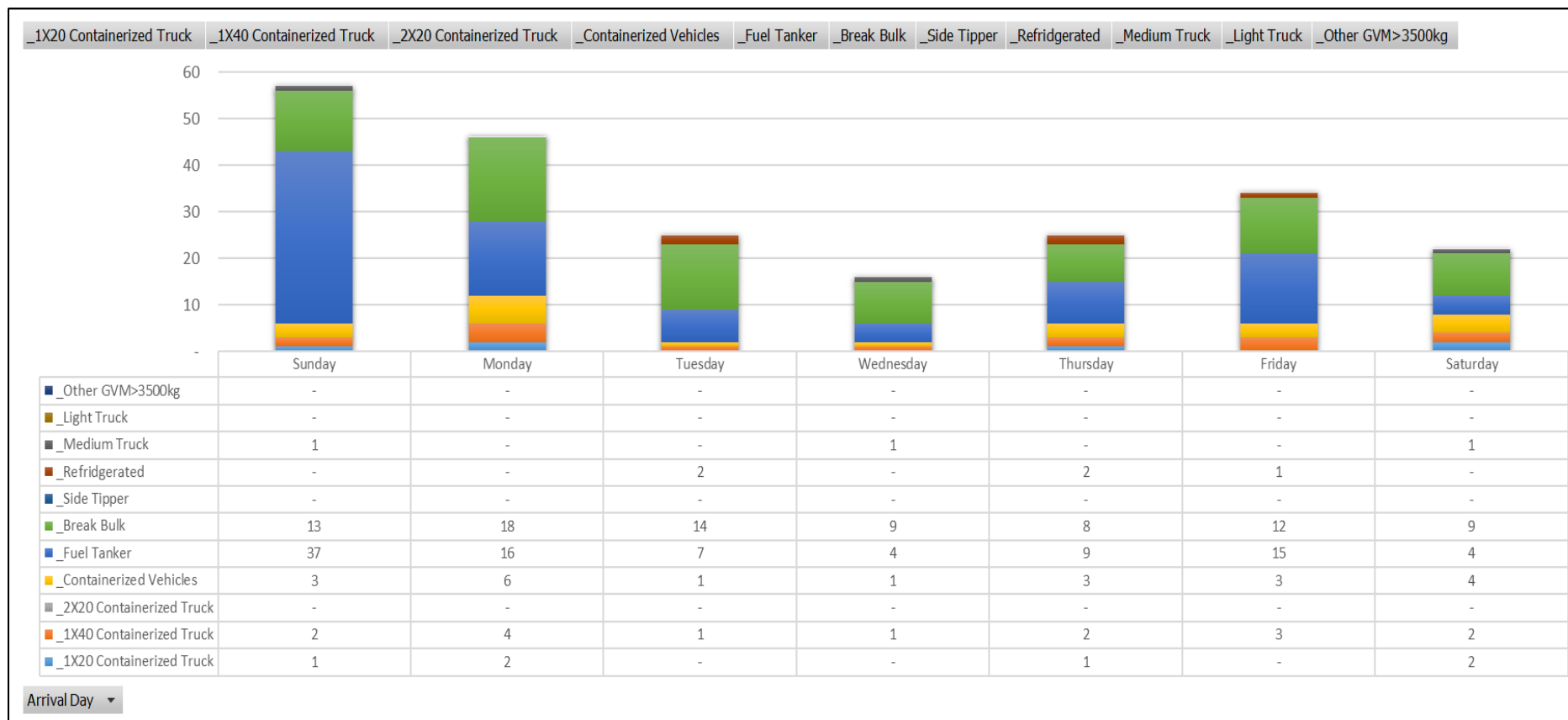


Table 38: ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey							Total	Daily Avg
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Container Vehicles	5.0	1.0	-	3.0	3.0	3.0	3.0	18.0	2.6
Fuel Tanker	16.0	7.0	4.0	9.0	15.0	4.0	37.0	92.0	13.1
Medium Truck	-	-	1.0	-	-	1.0	1.0	3.0	0.4
Refrigerated	-	2.0	-	2.0	1.0	-	-	5.0	0.7
Break Bulk	18.0	14.0	9.0	8.0	12.0	9.0	13.0	83.0	11.8
Total	39.0	24.0	14.0	22.0	31.0	17.0	54.0	201.0	28.7

An average of 29 trucks per day were imported through Mwanza during the survey period which is substantially lower than the numbers recorded by the MRA survey in July 2021, which recorded 74 trucks per day. This concurs with the opening statement in this chapter that inter regional trade in general in Africa has been on a downward trajectory since COVID and is still to recover. It may however also be as a result of seasonal fluctuations.

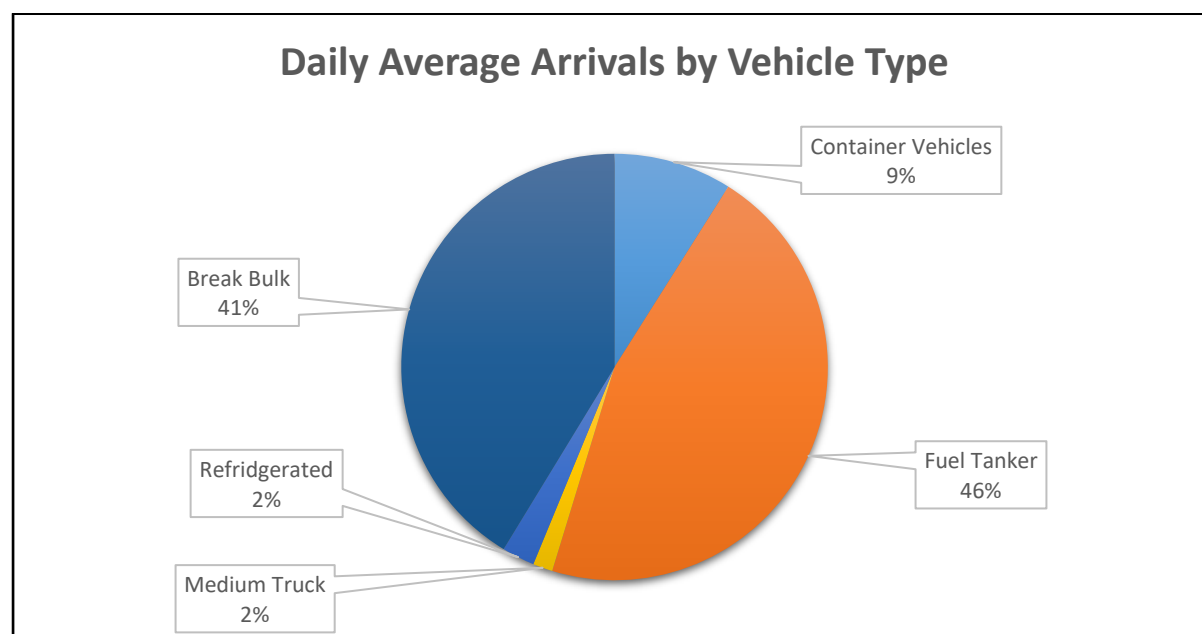


Figure 27: Truck Traffic by Load Type

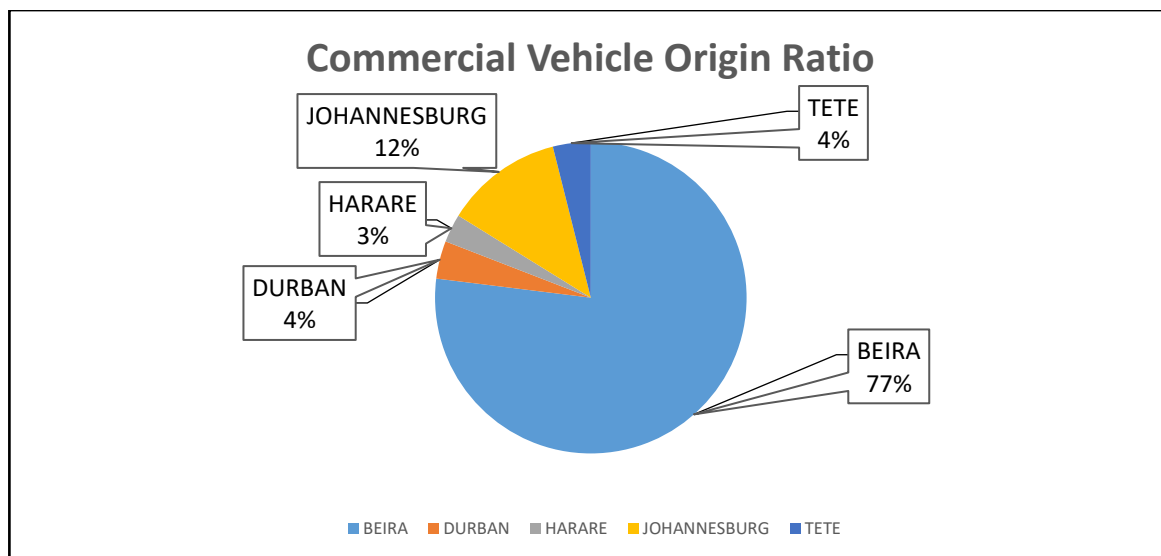


Figure 28: Commercial Vehicle Origin Ratio

The Beira Corridor and the Port of Beira dominates trade with Malawi with 77% of all Trucks originating from Beira and only 12% out of Johannesburg.

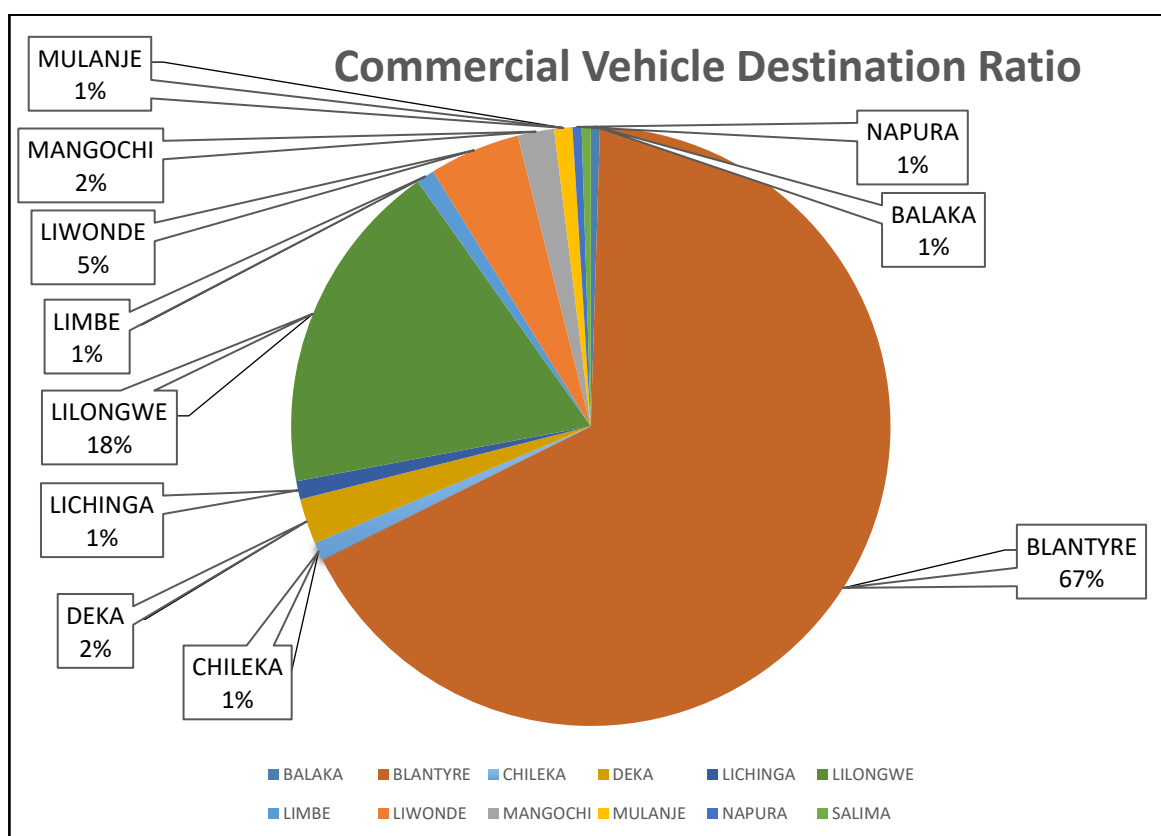


Figure 29: Cargo Destination Ratio

67% of all trucks were destined for Blantyre and 18% for Lilongwe with the balance of 15% scattered around the country.

Table 39: Mwanza Imports Processing Times

Vehicle Type	Queue Time		Queue Entry		Entry Customs		Customs Time		Inspection Time		Total Dwell	
	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian
1X20 Cont'd Truck	0:00	0:00	0:00	0:00	1:20	1:20	16:40	16:40	1:55	1:55	18:03	18:03
1X40 Cont'd Truck	0:00	0:00	0:00	0:00	1:02	1:02	2:36	2:36	1:04	1:04	3:40	3:40
Fuel Tanker	0:15	0:15	1:11	0:39	7:27	0:44	7:40	2:42	2:27	0:44	12:43	3:22
Break Bulk	0:00	0:00	0:00	0:00	25:57	25:57	3:18	3:18	0:53	0:53	5:03	5:03
All Vehicles	0:15	0:15	1:11	0:39	8:37	0:55	14:35	14:00	5:02	1:00	25:18	26:47

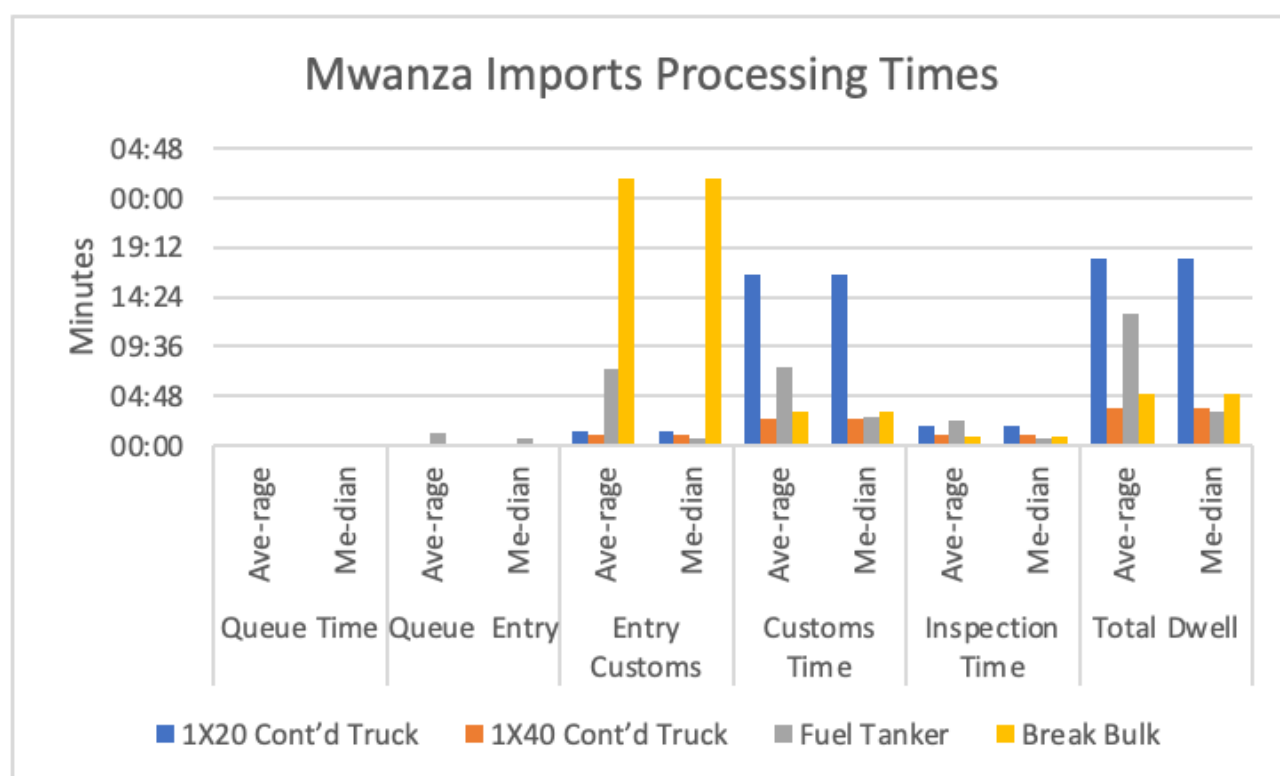


Table 40: Mwanza Imports Weighbridge Times (hours)

Vehicle Type	Median Weigh Time
1X40 Containerized Truck	0:06
Fuel Tanker	0:03
Break Bulk	0:03
Medium Truck	0:01
All Vehicle Types	0:03

Table 41: Mwanza Imports X-ray Scanner Times (hours)

Vehicle Type	Median Scan Time
1X20 Containerized Truck	0:04
1X40 Containerized Truck	0:05
Break Bulk	0:04
Refrigerated	0:04
All Vehicle Types	0:04

Processing times for imports into Malawi through Mwanza are high due to the many processes that they must go through such weighing and scanning and in particular containerized cargo which is checked rigorously under inspections. Containerised cargo also has the highest Customs and Inspection Times of 16h40 and 1h55 respectively with an overall dwell time of 18h03. Weighbridge and X-ray scanner times were only recorded for Import Cargo as Export Cargo does not pass through these processes.

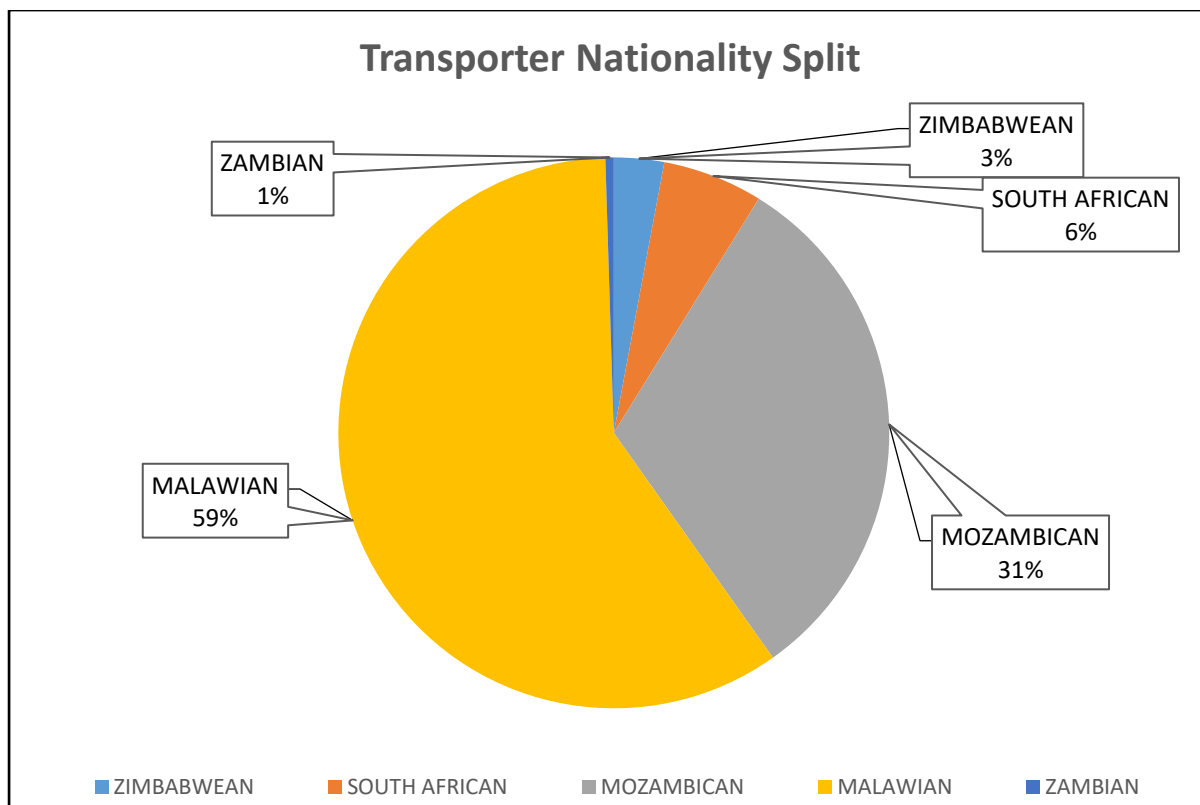


Figure 30: Transporter Representation

The Malawi transporters dominate this route with 59% representation, followed by Mozambique with 31%, South Africa 6%, Zimbabwe 3% and Zambia 1%.

The Infrastructure Survey details the level of Compliance and State of Maintenance of the Border Post Hard and Soft infrastructure. The detailed survey matrix for Mwanza is given in Annexure E. While current infrastructure is lacking in various respects, as described in more detail in the Annexures, it will not make sense to make substantial investments in current infrastructure, as it is due to be replaced by new infrastructure forming part of the OSBP that should come into operation within the next year. It will however add value to use the performance figures collected as part of this study as benchmark, and repeat the study about 6 months to a year after the OSBPs are all in operation, to determine the positive impact that was made by the OSBPs.

Stakeholder Interview Matrix

Stakeholder Interviews were held with all Border Agencies to understand their role and challenges at the Border and the outcomes of those interviews are given in Annexure F.

5.2.3 Dedza (Malawi)

Dedza Border Post is on the western side of Malawi and feeds directly into the North South corridor through Zimbabwe to South Africa, and is the main route to Lilongwe. This is a busy border post with imports mainly coming from South Africa to Lilongwe via this route. However, it is one of the oldest border posts established in Malawi and was never designed to handle the current volumes of

commercial traffic that is now moving through this border. The border is very disjointed and situated in the middle of a residential settlement with no border lines or boundaries to differentiate its position with Mozambique, which makes for a very porous border where smuggling and tax/duty evasion is rife. The Google Earth images below outline the layout of this border post and its proximity to the Mozambique border line:

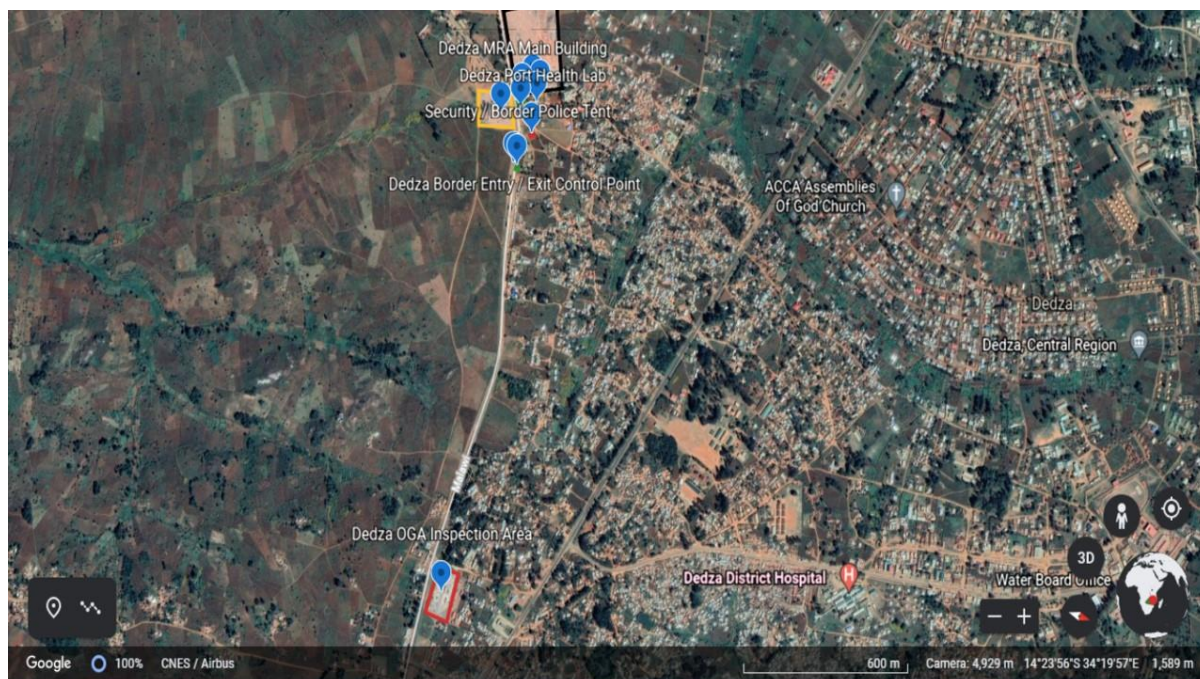


Figure 31: Dedza Border Post lay-out

Note the location of the OGA inspections in comparison to the actual border post, which is 2km apart, also the location of the border with respect to the Mozambique border line.



Figure 32: Dedza Border Post buildings lay-out

The image above shows the disjointed layout of the border buildings and their proximity to the Mozambique border line with the new OSBP location to the left of the current border post.

Survey Results - Malawi Exports:

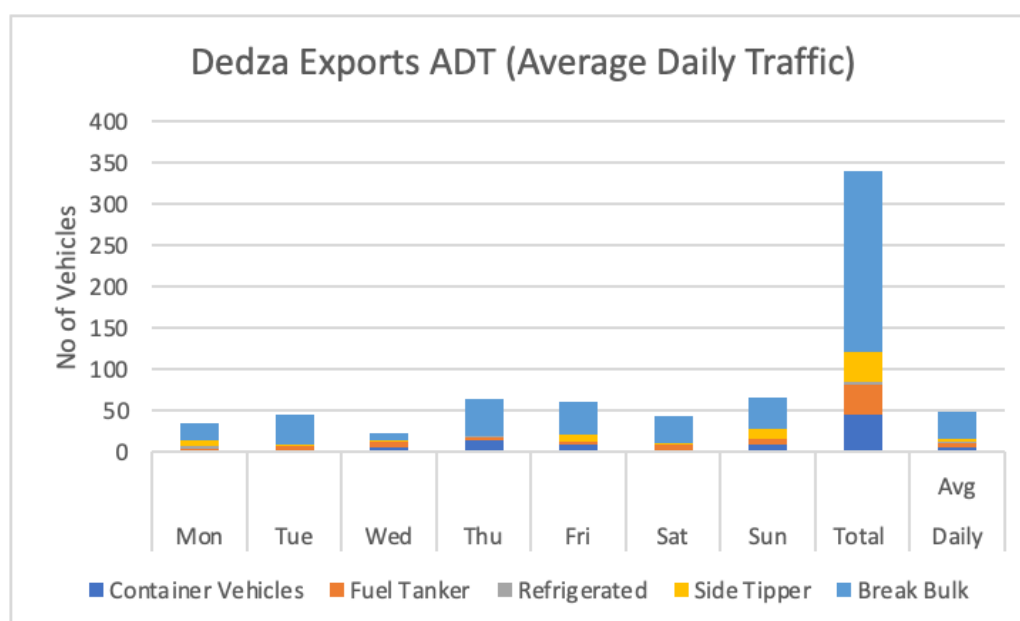
Table 42: Dedza Export Arrival Rate by day of the week (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows; export fuel tankers will most likely be empty)



The busiest days of the week at this border post were Sunday, Thursday and Friday with 63% of all traffic being break bulk, but with 59% of all trucks being empty returns.

Table 43: Dedza Exports ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey							Total	Daily Avg
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Daily Avg
Container Vehicles	2.0	3.0	6.0	15.0	9.0	1.0	9.0	45.0	6.4
Fuel Tanker	3.0	4.0	7.0	3.0	4.0	8.0	8.0	37.0	5.3
Refrigerated	2.0	-	-	1.0	-	-	-	3.0	0.4
Side Tipper	8.0	3.0	2.0	-	8.0	3.0	12.0	36.0	5.1
Break Bulk	21.0	36.0	8.0	45.0	40.0	32.0	37.0	219.0	31.3
Total	36.0	46.0	21.0	52.0	53.0	43.0	65.0	340.0	48.6



The average daily truck traffic through this border during the survey for exports was 49 vehicles a day, which is slightly higher than that recorded by the MRA survey in July 2021 with 45 trucks per day for exports.

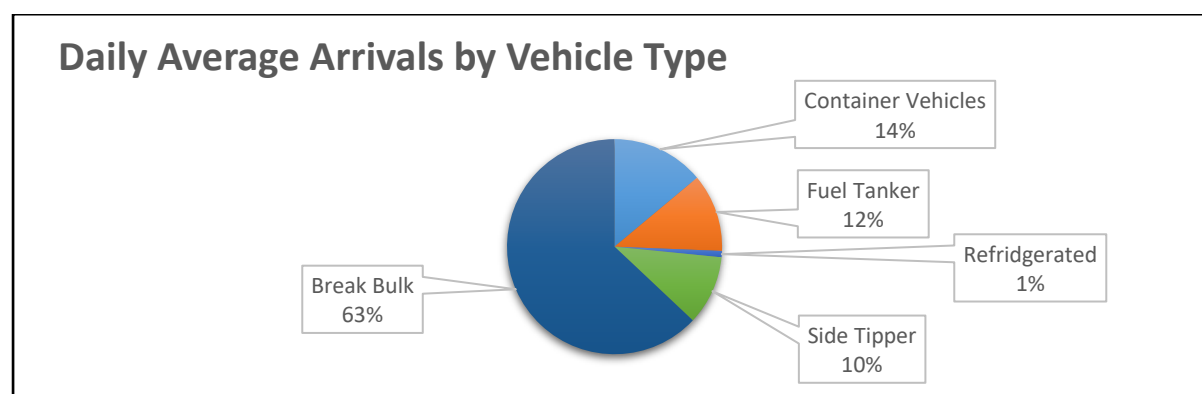


Figure 33: Dedza Truck Traffic by Load Type

Most of the cargo is made up of break bulk loads (63%) and fuel tankers (12%), and containerized cargo with a 14% share of the loads, as shown in the graph above.

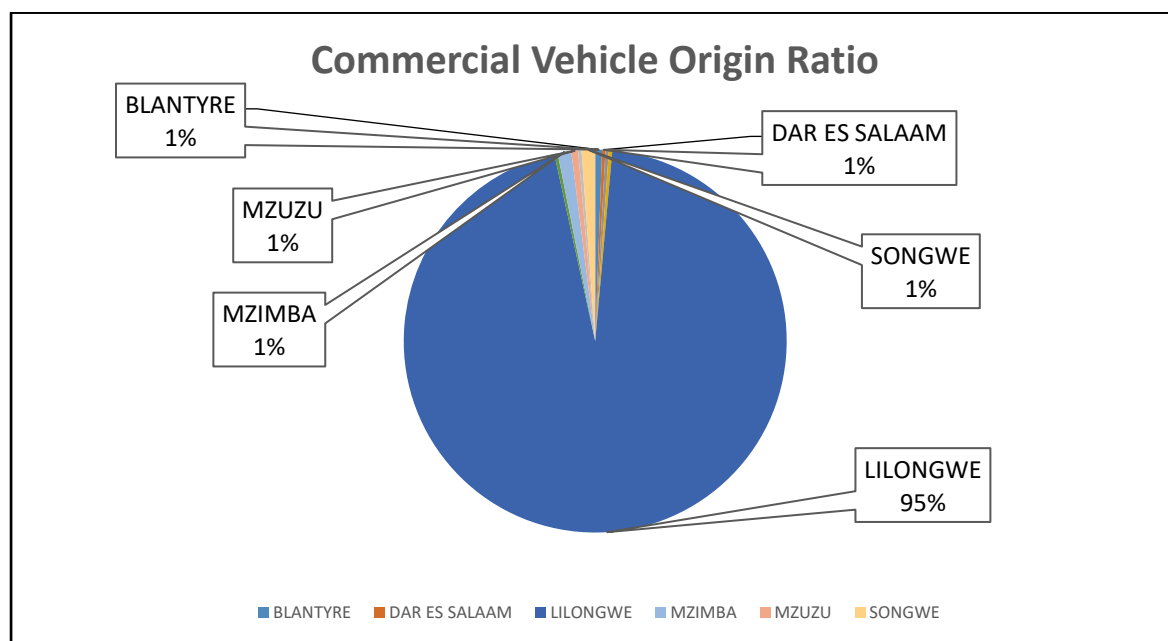


Figure 34: Dedza Exports Commercial Vehicle Origin Ratio

95% of all Trucks originated from Lilongwe as shown above.

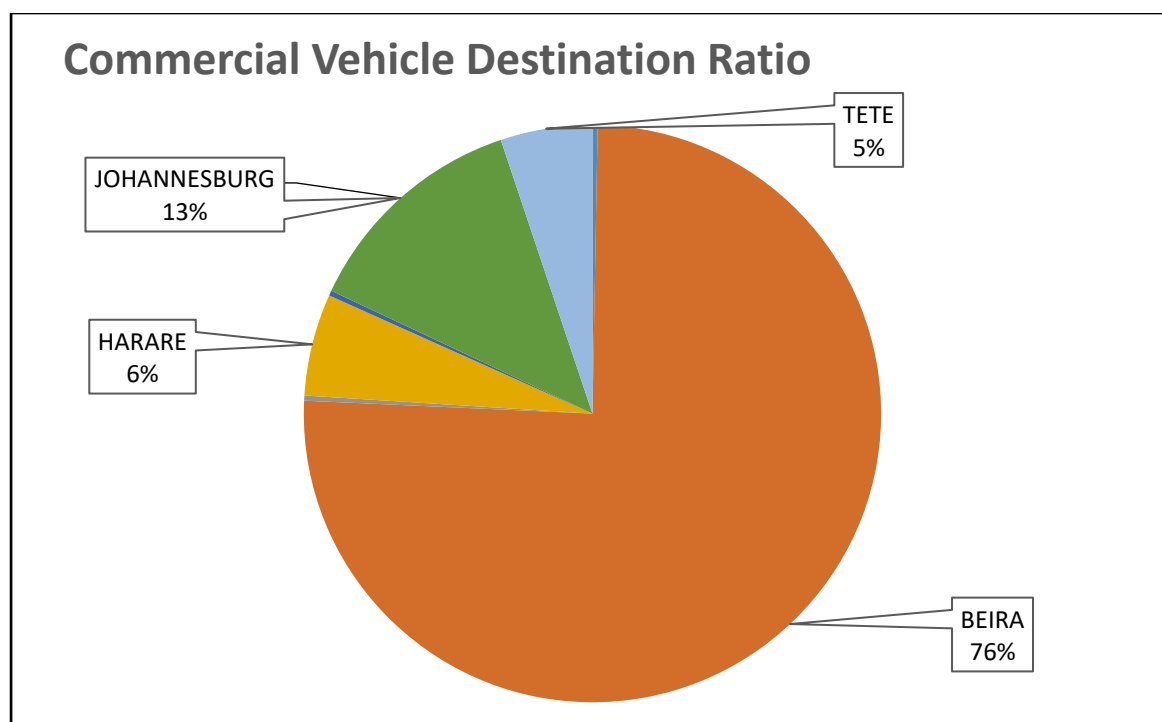


Figure 35: Dedza Exports Commercial Vehicle Destination Ratio

76% of all Trucks were destined for Beira with 13% destined for Johannesburg, 6% Harare and 5% Tete in Mozambique.

Table 44: Dedza Exports Processing Times

Vehicle Type	Queue Time		Queue - Entry		Entry - Customs		Customs Time		Total Dwell	
	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian
Break Bulk	1:57	1:20	5:18	4:30	2:05	1:08	1:35	1:13	13:50	6:20
All Vehicles	1:59	1:18	4:32	3:40	2:04	1:14	1:41	1:12	12:53	6:20

Processing times for cargo carrying vehicles were reasonably quick given the chaotic state of the border with a total median dwell time of 6 hours 20 minutes. Empty Returns, which made up almost 60% of vehicles passing through Dedza, had no processing times other than Immigration procedures and sightings on exit for Containerized vehicles.

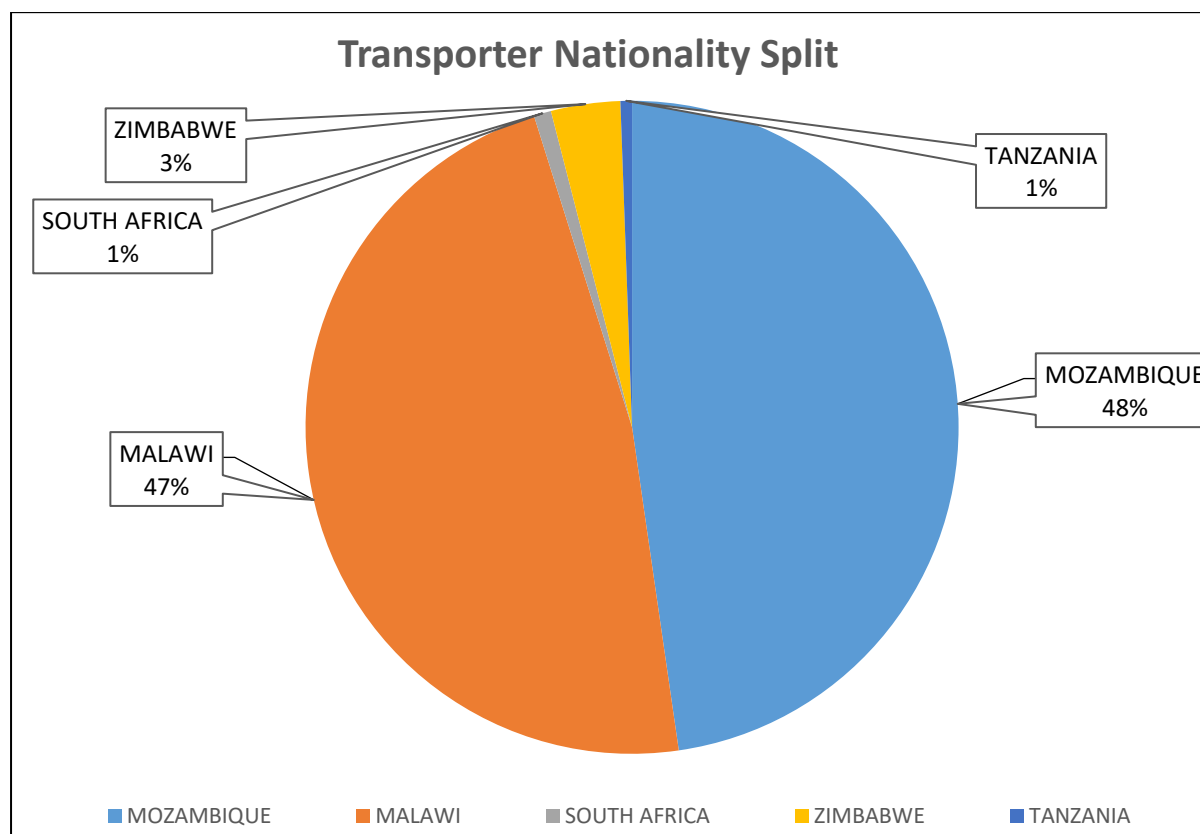


Figure 36: Dedza Exports Transporter Nationality

Malawi and Mozambique have an equal share of the cargo movements through this border at 47% and 48% respectively, with Zimbabwe 3% and South Africa and Tanzania 1% each.

Dedza Imports:

The busiest days were Thursday, Friday and Saturday and again Break Bulk Cargo being the main type of cargo with a few Containers and some Fuel Tankers.

Table 45: Dedza Imports Arrival Rate by day of the week (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows)

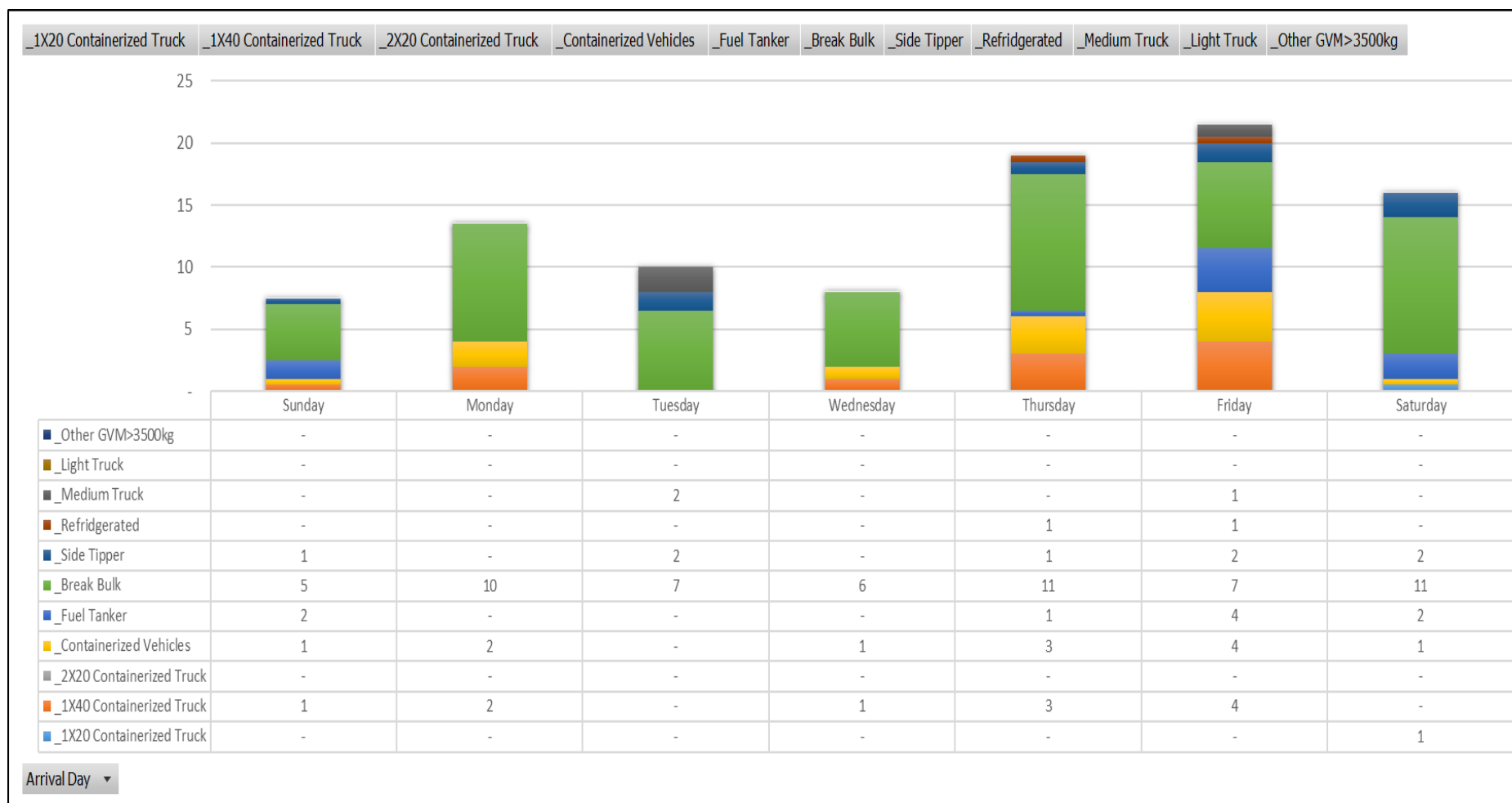
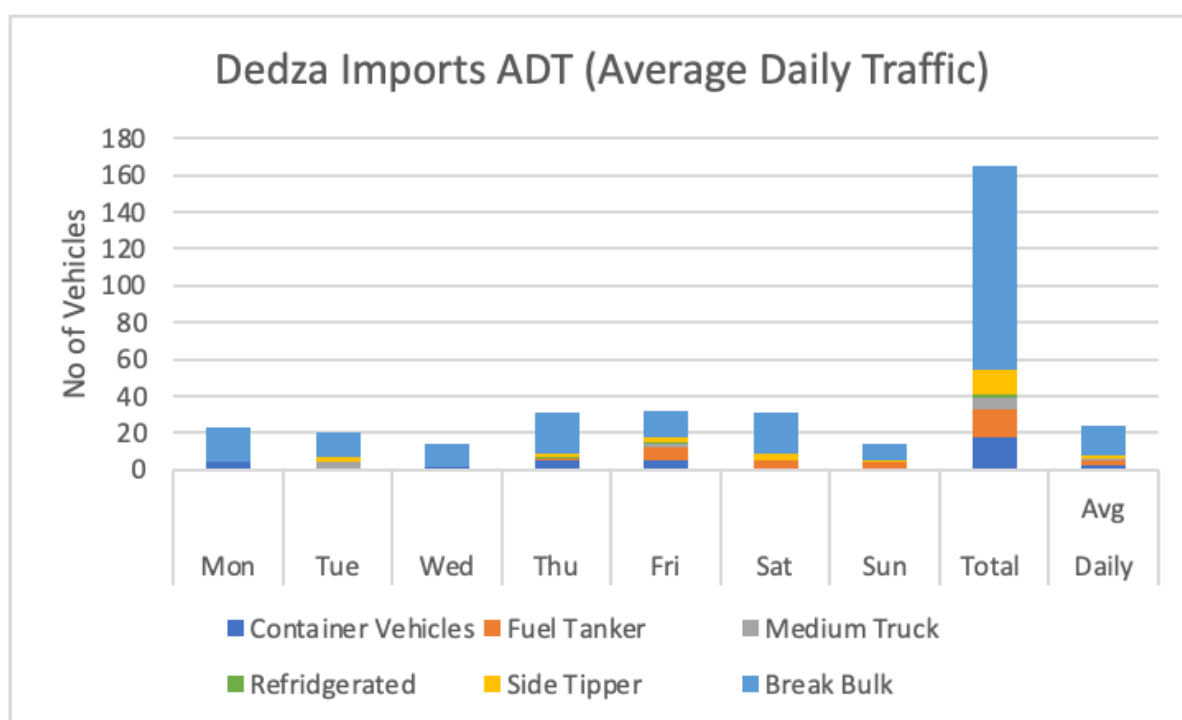


Table 46: Dedza Imports ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey							Total	Daily Avg
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Daily Avg
Container Vehicles	4.0	-	2.0	5.0	5.0	1.0	1.0	18.0	2.6
Fuel Tanker	-	-	-	1.0	7.0	4.0	3.0	15.0	2.1
Medium Truck	-	4.0	-	-	2.0	-	-	6.0	0.9
Refridgerated	-	-	-	1.0	1.0	-	-	2.0	0.3
Side Tipper	-	3.0	-	2.0	3.0	4.0	1.0	13.0	1.9
Break Bulk	19.0	13.0	12.0	22.0	14.0	22.0	9.0	111.0	15.9
Total	15.0	16.0	11.0	24.0	13.0	18.0	11.0	165.0	23.8



The Average Daily Traffic for imports through Dedza was 24 per day which is less than half that of the survey done by MRA in July 2021 which recorded a daily average of 59 trucks per day. This drop in imports into Malawi has been confirmed by MRA and is described at the beginning of this chapter under 5.2.1.

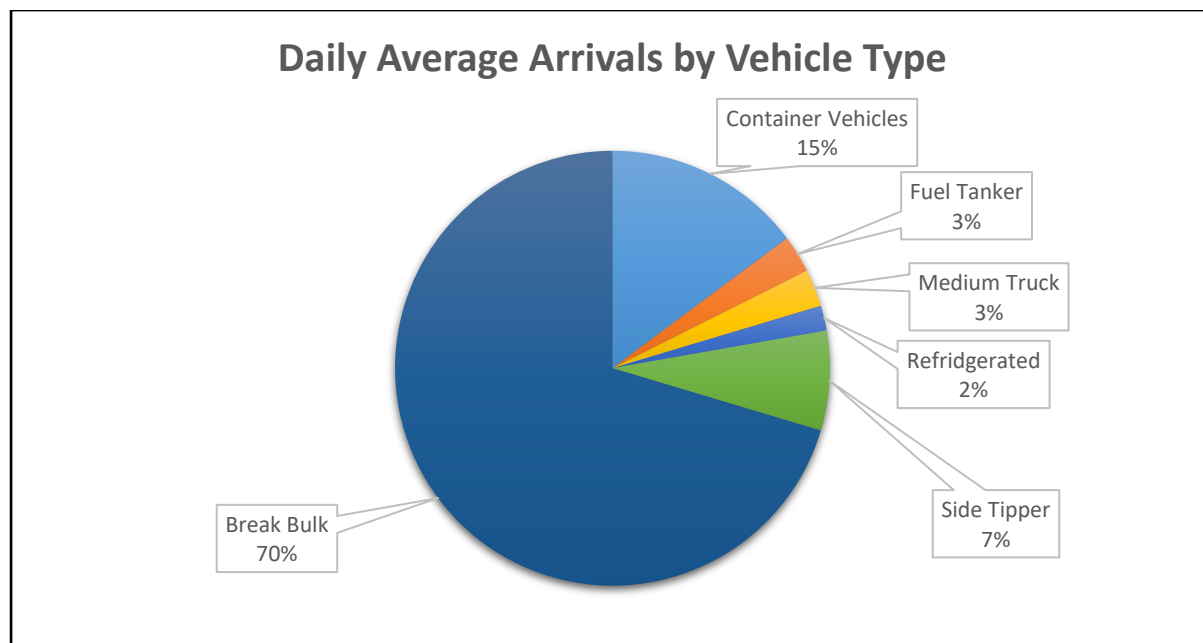


Figure 37: Dedza Imports Truck Traffic by Load Type

70% of all imports are Break Bulk Loads and 15% are Container loads. The balance of loads were Side Tippers 7%, Fuel Tanker 3%, Medium Trucks 3% and Refrigerated 2%.

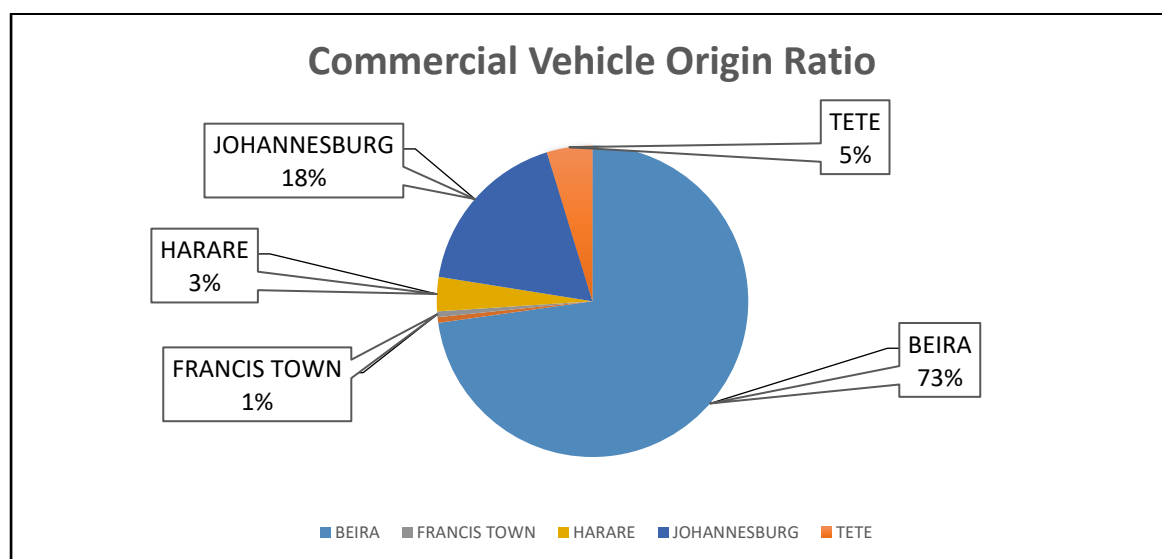


Figure 38: Dedza Imports Commercial Vehicle Origin Ratio:

It is very clear that Port of Beira has become the main import and export route for Malawi with 73% of originating out of Beira.

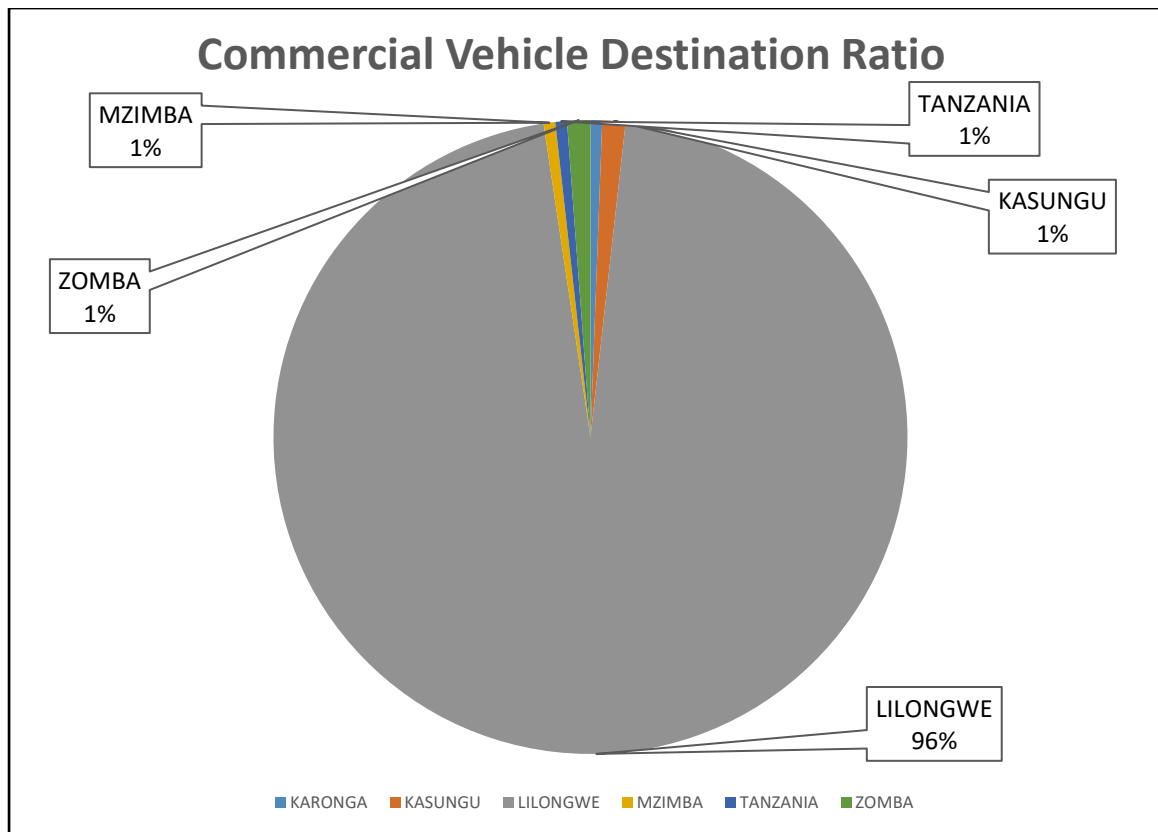


Figure 39: Dedza Imports Commercial Vehicle Destination Ratio

96% of all Trucks were destined for Lilongwe on this Corridor Route.

Table 47: Dedza Imports Processing Times

Vehicle Type	Queue Time		Queue - Entry		Entry Customs		Customs Time		Inspection Time		Total Dwell	
	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian
1X40 Containerized Truck	5:05	3:41	0:00	0:00	1:14	0:44	1:16	1:12	0:22	0:15	7:58	2:02
Fuel Tanker	5:32	4:34	0:00	0:00	1:46	0:43	0:55	0:53	0:20	0:18	7:02	7:05
Break Bulk	5:35	3:56	1:27	0:19	2:00	0:46	1:15	0:45	0:20	0:18	33:25	6:07
Side Tipper	3:06	3:00	0:00	0:00	1:59	1:35	0:43	0:47	0:22	0:22	20:07	6:54
All Vehicles	5:16	3:52	1:09	0:16	1:50	0:46	1:14	0:51	0:23	0:18	25:35	5:42

There is a fair amount of waiting time on the Mozambique side of the border line and in the truck park before trucks cross into Malawi and this can be seen from the Queue Times above. There are also some delays while waiting for entries to be submitted to Customs by the Clearing Agents, but Customs Processing is fairly quick and not a major bottleneck. Inspection times are also quick. The bottlenecks are queue times and agent processing. However, one must bear in mind that the clearing agents at this border do not have access to internet and cannot log into the ASYCUDA system to submit declarations online and must make use of emails to MRA using a cell phone Hot Spot to send the declarations to MRA. This process is time consuming and hence the delays in submitting declarations to MRA.

At Dedza the weighbridge is not located close to the border; as a result the weighbridge times could not be measured as part of the survey.

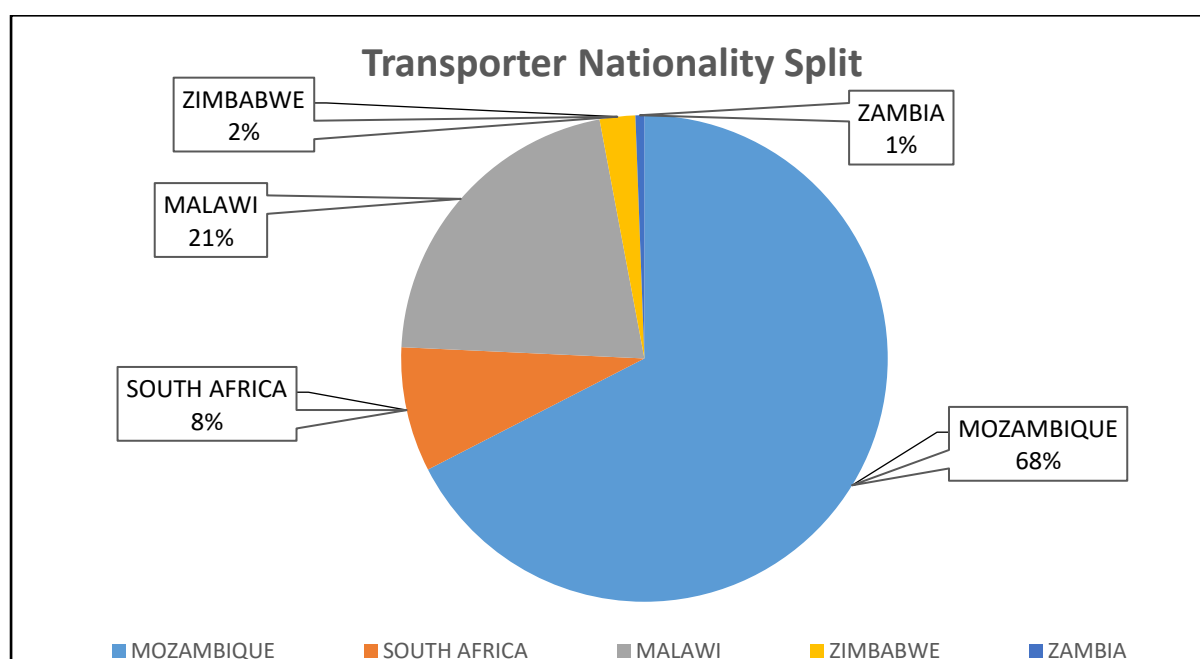


Figure 40: Dedza Imports Transporter Representation

This border post is dominated by Mozambique transporters with 68% representation, followed by Malawi 21%, South Africa 8%, Zimbabwe 2% and Zambia 1%.

Infrastructure Survey

The Infrastructure Survey details the level of Compliance and State of Maintenance of the Border Post Hard and Soft infrastructure. The detailed survey matrix for Dedza is given in Annexure E.

Dedza is a very disjointed Border Post in the middle of settlement with no boundaries or designated Customs Control Zone and little or no truck parking or traveller facilities. The Mozambique border line runs almost through the border post making it very difficult to define operating in Malawi or Mozambique. This creates opportunities for smuggling of goods through this very porous border post and makes tax evasion an everyday occurrence. The new OSBP is at an advanced level of construction and should be completed before the end of 2022.

Stakeholder interviews

Stakeholder interviews were held with all Border Agencies to understand their role and challenges at the Border and the outcomes of those interviews are shown in Annexure F.

5.2.4 Mchinji (Malawi)

Mchinji is located on the western side of Malawi bordering with Mwami on the Zambian side of the border. This border post is also a very old border post which is badly laid out and never designed to handle commercial truck traffic. There are no facilities for truck parking on either side of the border which makes it very difficult to accommodate the current volumes of trucks, which often spend several days at the border before clearing to cross the border in either direction. The lack of internet connectivity for Clearing Agents at this border posts means that all entries must be submitted by email on the only one computer available to all Clearing Agents situated some distance away from the Customs and Immigration buildings. Clearing Agents make use of hot spots on their mobile phones for connectivity to email declarations to MRA. The Google Earth Image below outlines the layout of this border post.



Figure 41: Mchinji Border Post lay-out

It is clear from the image above that there are no truck parking facilities within the entry and exit points of this border post. Trucks therefore have to park outside the border post premises alongside the road in this densely populated border settlement.

5.2.5 Mwami (Zambia)

Mwami border post on the Zambian side is located right on the boundary with Mchinji and a matter of a few meters walk to cross the border with no distinctive border line between the two countries, making it a very porous border. In general, the Mwami border post, despite being an archaic two stop legacy border post, is better organised than Mchinji in terms of systems and internet connectivity with provision being made to accommodate Clearing Agents without access to computers and internet connectivity. This is due to the very well-organised Customs Authority in the Zambia Revenue Authority (ZRA) that have led the way in many ways in the Southern African region when it comes Customs modernization programs.

The layout of the border is shown in the Schematic below:

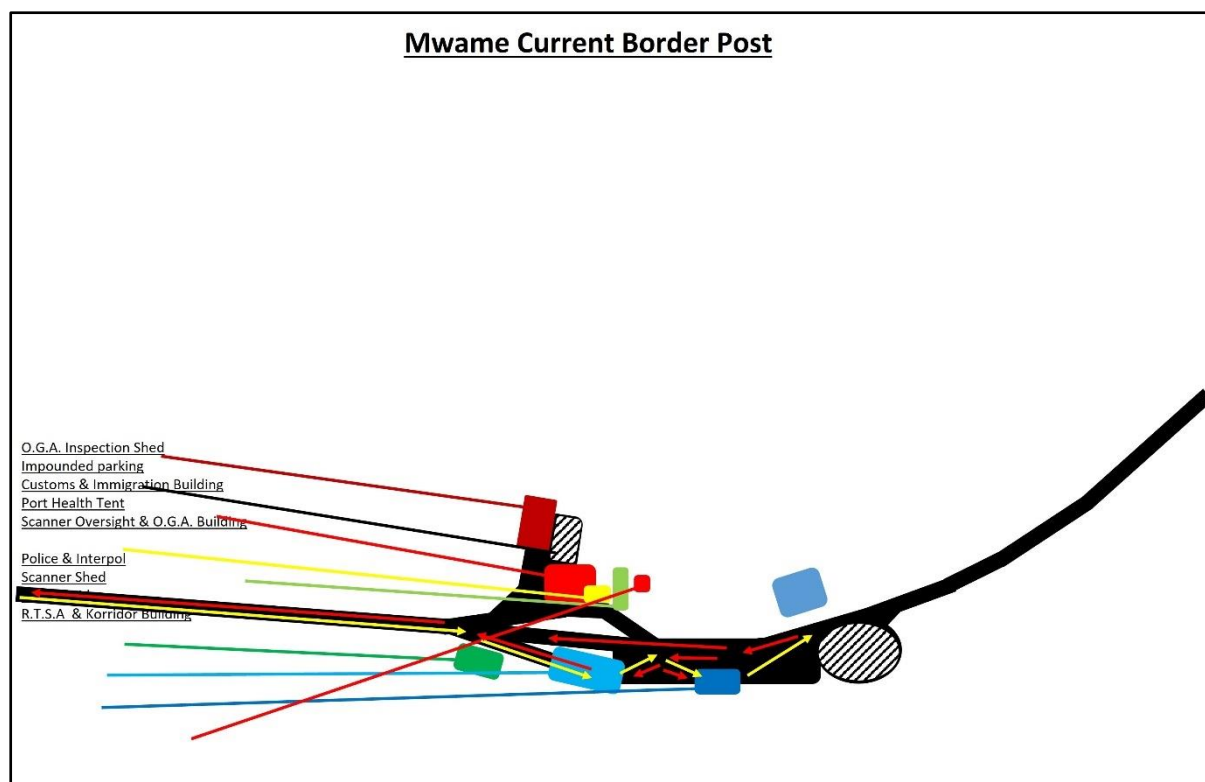


Figure 42: Mwami border post lay-out

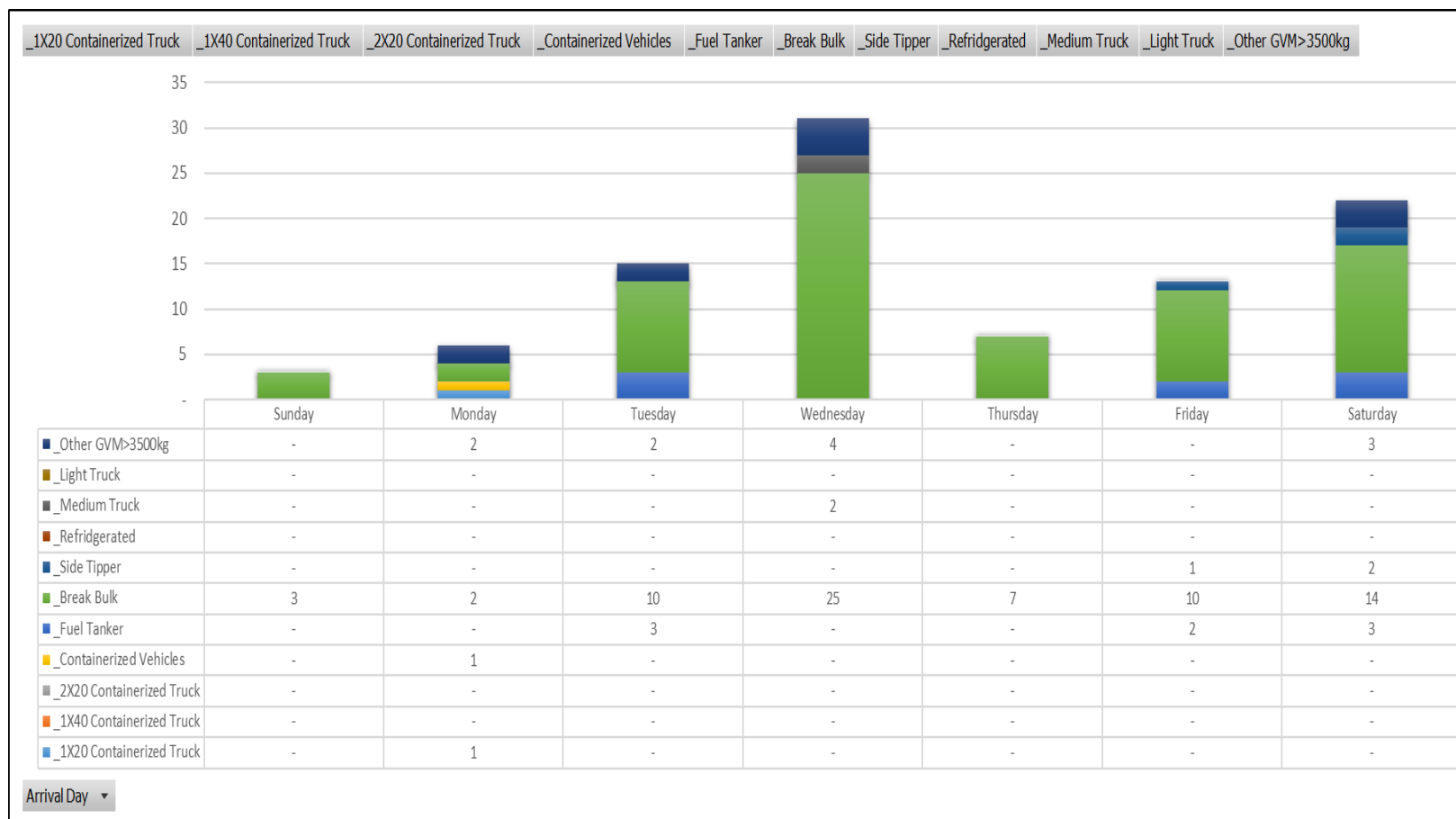
5.2.6 Survey Results (Malawi/Zambia)

Exports out of Malawi through this border are limited and consists mostly of empty returns going back to their country of origin after offloading in Malawi. However, the cycle of empty exports is dependent on the rate of imports into Malawi from Zambia and their return empty through the border. Due to the very low volume of trucks passing through this border during the survey week, export data for Mchinji was combined with import data for Mwami, meaning that processing times were from entry into Mchinji and exiting at Mwami. This was applied vice versa for exports from Mwami being combined with import data for Malawi.

This border was dominated by Small Scale Trader movements between the two countries, mostly women traders with low value goods under \$500 per consignment. This forms part of the COMESA SSCBTI (Small Scale Cross Border Traders Initiative) which has been implemented by COMESA to benefit and uplift women traders who make up the bulk of small-scale traders in the Region.

Malawi to Zambia:

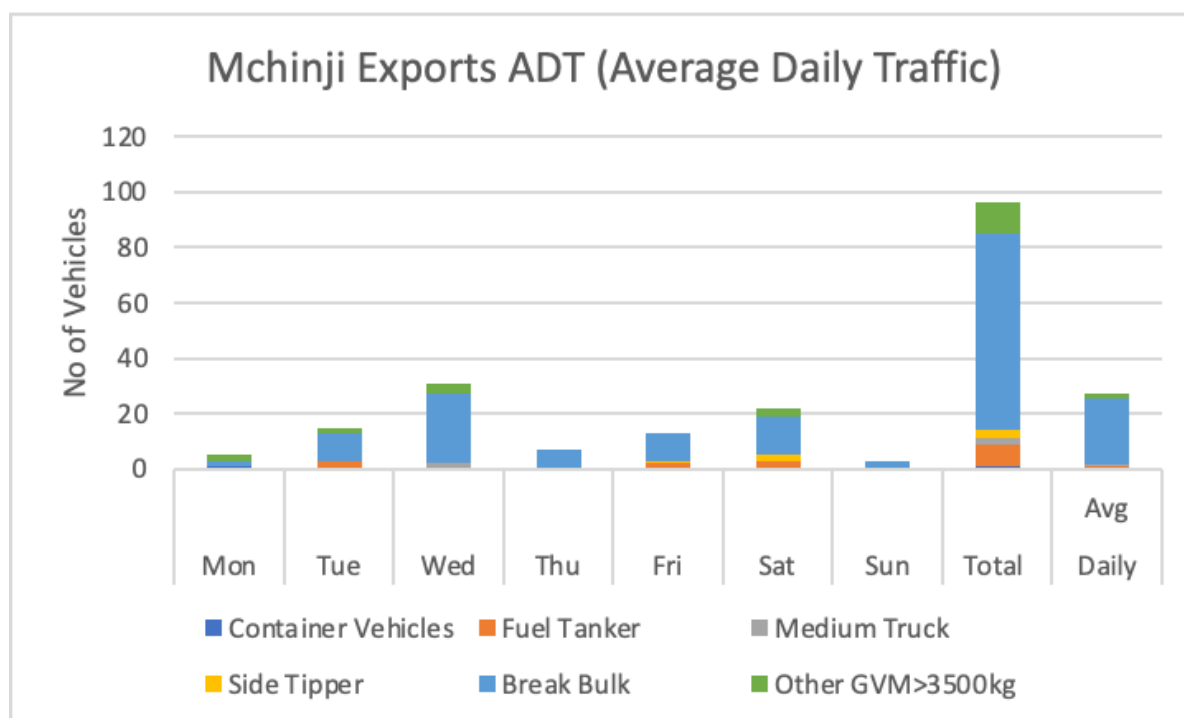
Table 48: Mchinji Exports Arrival Rate by day of the week (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows; export fuel tankers will most likely be empty)



The busiest days of the week were Tuesday, Wednesday, Friday and Saturday with the majority of load types being Break Bulk at 74%.

Table 49: Mchinji Exports ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey							Total	Daily Avg
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Daily Avg
Container Vehicles	1.0	-	-	-	-	-	-	1.0	0.1
Fuel Tanker	-	3.0	-	-	2.0	3.0	-	8.0	1.1
Medium Truck	-	-	2.0	-	-	-	-	2.0	0.3
Side Tipper	-	-	-	-	1.0	2.0	-	3.0	0.4
Break Bulk	2.0	10.0	25.0	7.0	10.0	14.0	3.0	71.0	23.6
Other GVM>3500kg	2.0	2.0	4.0	-	-	3.0	-	11.0	1.6
Total	5.0	15.0	31.0	7.0	13.0	22.0	3.0	96.0	13.7



A total 96 trucks were recorded for the week or an average of 14 per day which is low in comparison with statistics provided by MRA for their one-week survey in July which recorded 20 per day.

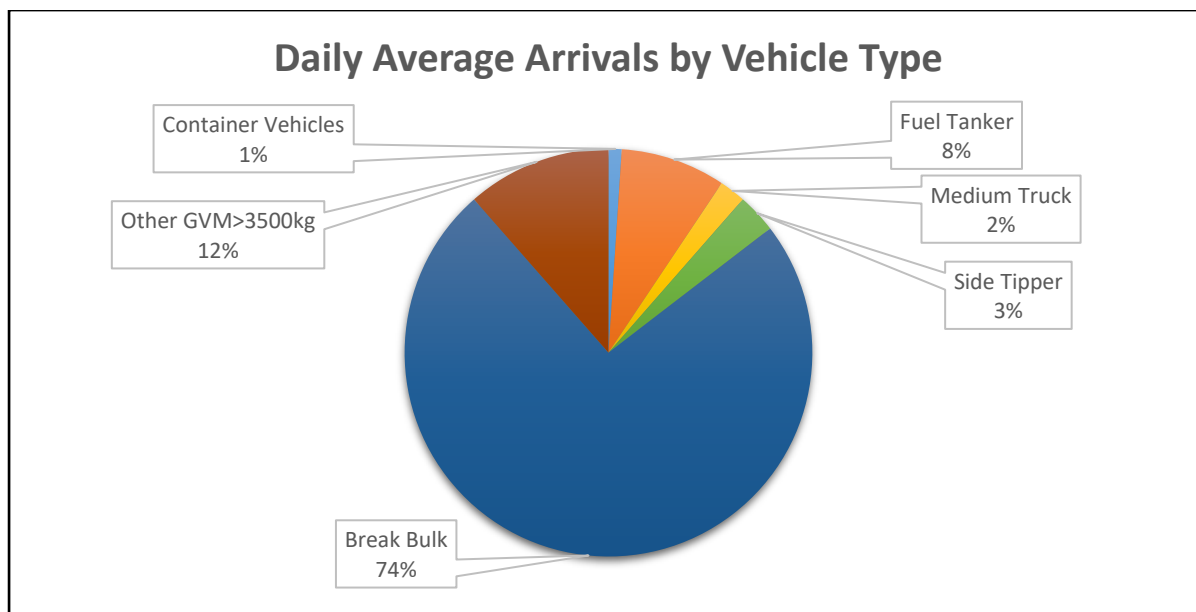


Figure 43: Mchinji Exports Truck Traffic by Load Type

Load types are dominated by Break Bulk Cargo with a 74% representation, followed Other with a GVM above 3500 kg at 12% and Fuel Tankers 8%.

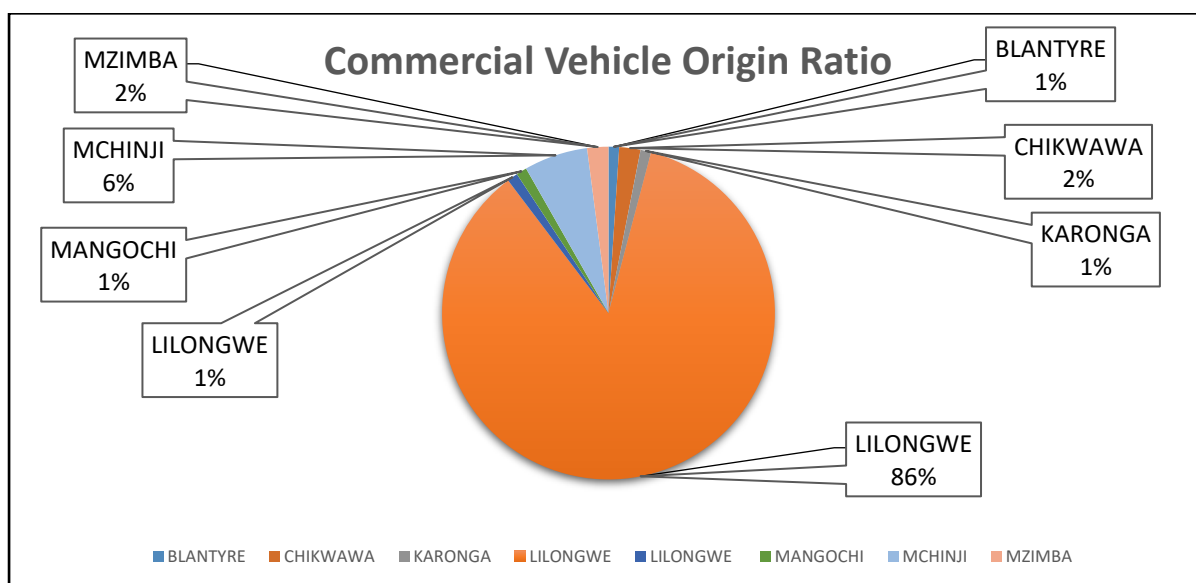


Figure 44: Mchinji Exports Commercial Vehicle Origin Ratio

The majority trucks originate from Lilongwe at 85%, and 6% from of Mchinji mostly being medium trucks and/or other trucks with a GVM higher than 3500 kg.

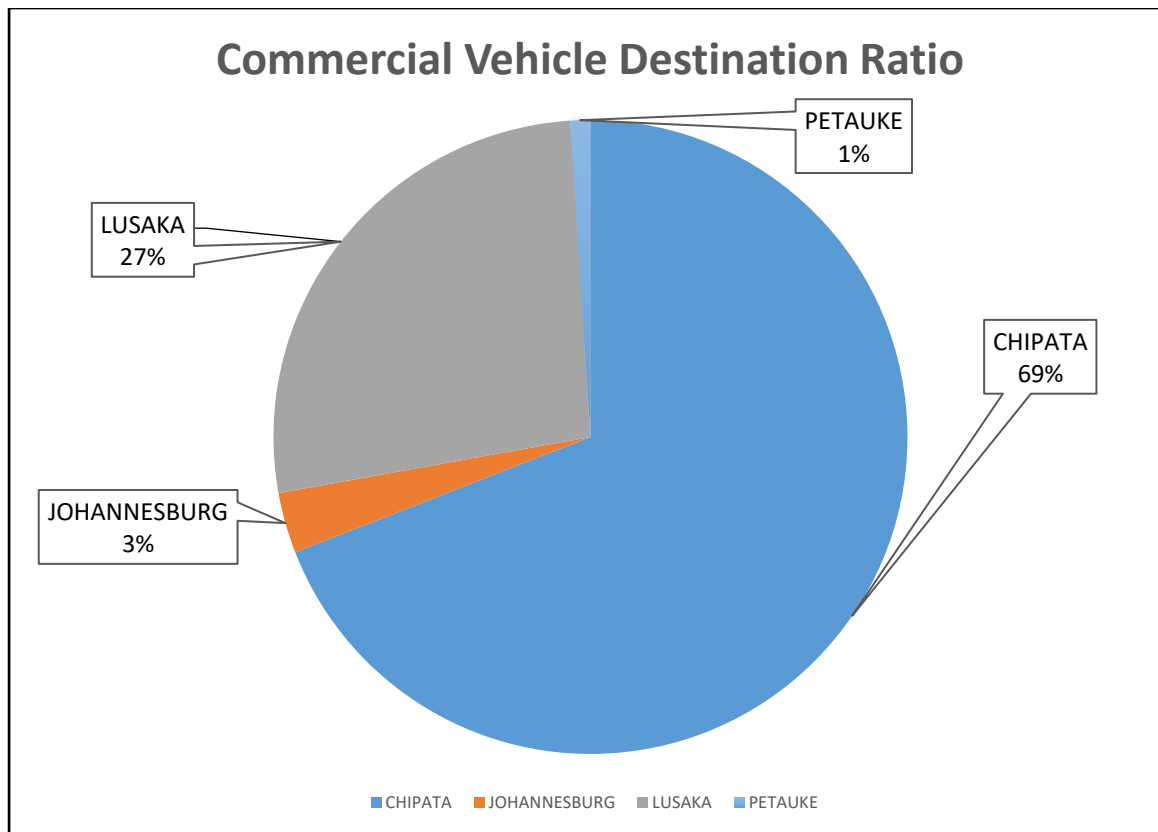
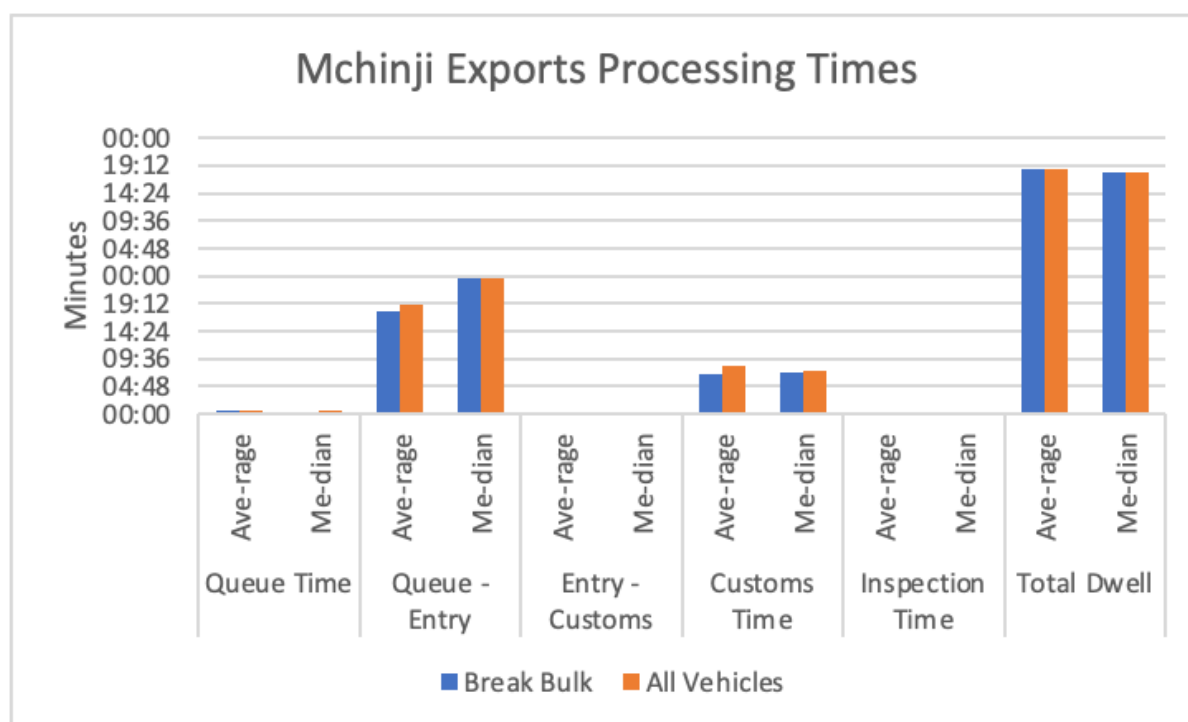


Figure 45: Mchinji Exports Commercial Vehicle Destination

The majority of trucks at 69% were destined for Chipata 69%, 27% for Lusaka, 3% for Johannesburg and 1% for Petauke.

Table 50: Mchinji Exports Processing Times

Vehicle Type	Queue Time		Queue - Entry		Entry - Customs		Customs Time		Inspection Time		Total Dwell	
	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian
Break Bulk	0:34	0:24	18:00	23:36	0:10	0:10	6:53	7:14	0:15	0:15	42:31	42:08
All Vehicles	0:37	0:30	19:00	23:44	0:10	0:10	8:31	7:30	0:13	0:13	42:31	42:08



The combined times for both sides of the border confirmed the high waiting times of 23h44 for Clearing Agents to submit declarations due the lack of internet connectivity highlighted in the summary for this border post. Customs Processing for both sides came to 7h14 and a Total Dwell Time of 42h08 to cross the border.

Table 51: Mchinji Exports Small Scale Traders

Mode of Transport	Data Count	Average Health Screening (Hours)	Median Health Screening (Hours)	Average Customs (Hours)	Median Customs (Hours)	Avg Dwell (Hours)	Median Dwell (Hours)
Car	4	0:03	0:03	0:05	0:06	0:16	0:16
Bicycle	112	0:03	0:03	0:04	0:04	0:15	0:13
Pedestrian	28	0:03	0:03	0:04	0:04	0:13	0:12
Light Truck	2	0:09	0:09	0:09	0:09	0:32	0:32

A total of 146 small scale trader transactions were recorded going from Malawi to Zambia. Most of these traders are from Mchinji and surrounds trading goods across the border to the local community at Mwami. Goods values varied from around \$5 up to a maximum of \$200. The types of goods vary from some agricultural products such as mushrooms, rice, bananas, to plastic ware (bowls, cups, plates, containers, etc.) and secondhanded clothing and shoes. These traders who are local communities from both sides of the border are not subject to immigration checks or security checks as they do not have passports or pose a threat to the security of either country.

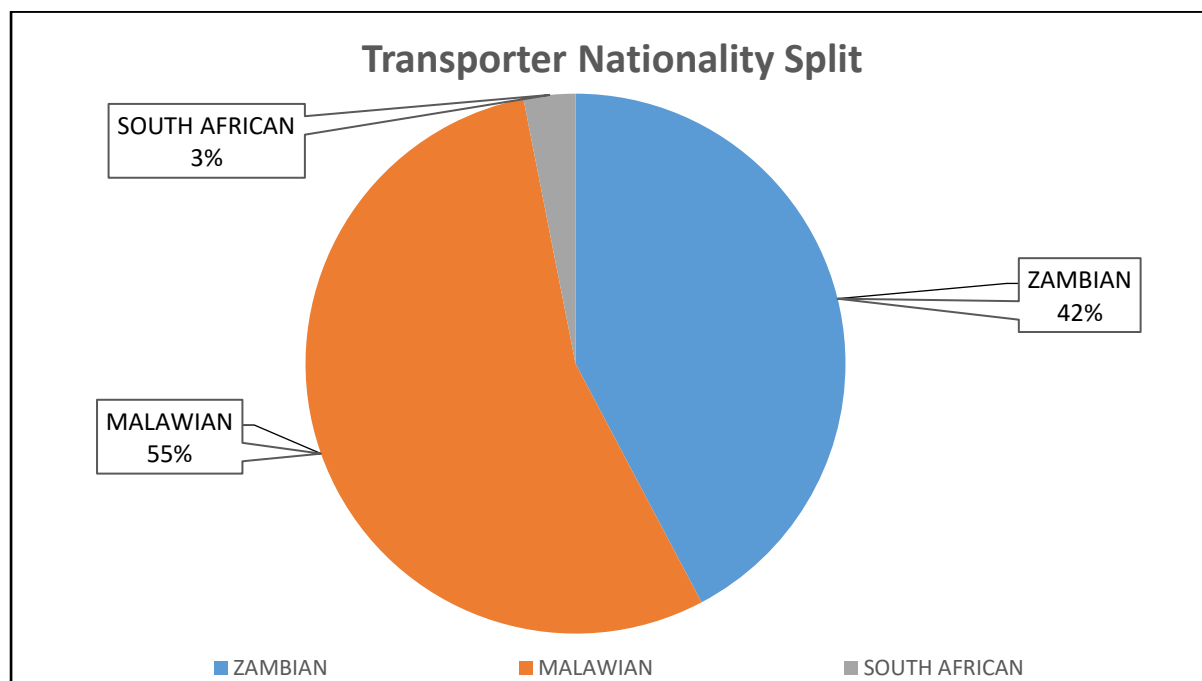
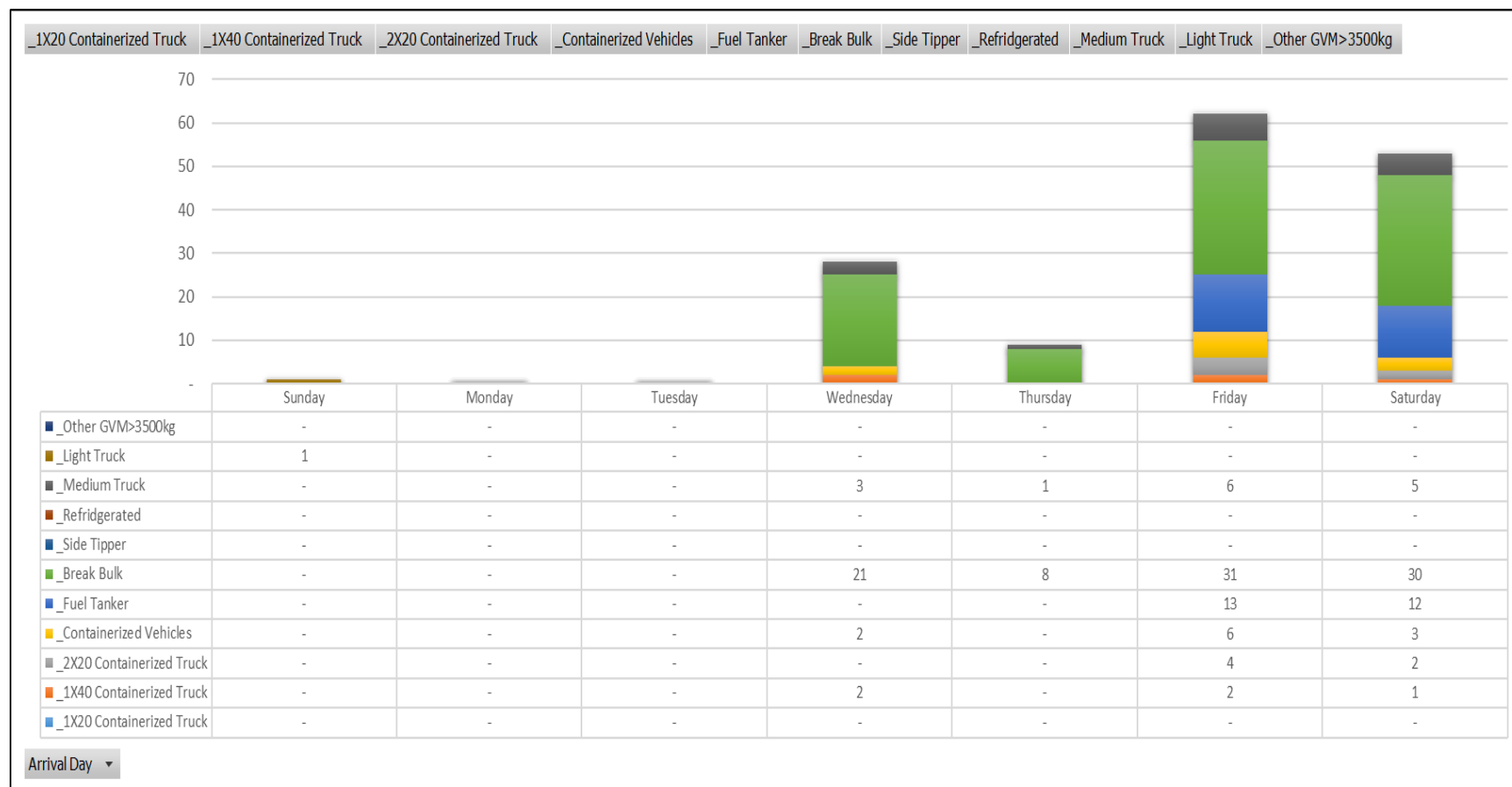


Figure 46: Mchinji Exports Transporter Representation

There was a 55% Transporter representation from Malawi, 42% from Zambia and 3% from South Africa.

Zambia to Malawi

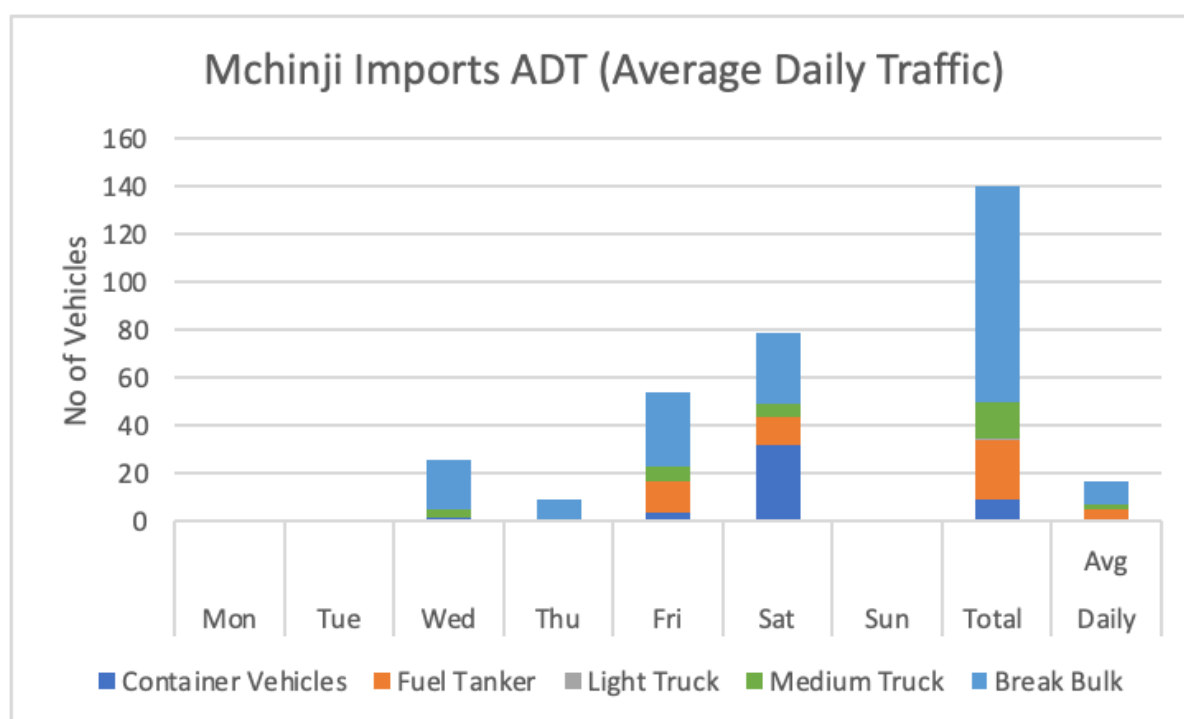
Table 52: Mchinji Imports Arrival Rate by day of the week (Containerised is subdivided into 1X20ft, 1X40ft and 2X20ft in the last 3 rows)



Busy days of the week were Friday and Saturday with Sunday, Monday and Tuesday showing no movement at all. There was very slow movement of trucks in both directions for the entire week of the survey.

Table 53: Mchinji Imports ADT (Average Daily Traffic)

Border Crossing Arrival Counts	Day Survey							Total	Daily Avg
	1	2	3	4	5	6	7		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Container Vehicles	-	-	2.0	-	4.0	32.0	-	9.0	1.3
Fuel Tanker	-	-	-	-	13.0	12.0	-	25.0	3.6
Light Truck	-	-	-	-	-	-	1.0	1.0	0.1
Medium Truck	-	-	3.0	1.0	6.0	5.0	-	15.0	2.1
Break Bulk	-	-	21.0	8.0	31.0	30.0	-	90.0	9.8
Total	-	-	26.0	9.0	25.0	24.0	1.0	140.0	20.0



A total of 20 trucks per day were recorded from Zambia to Malawi which is much lower than what was recorded during the one-week survey conducted by MRA in July 2021, that recorded 70 trucks per day. There is no apparent reason for the slow movement but January in general is a slow movement month for trade regionally.

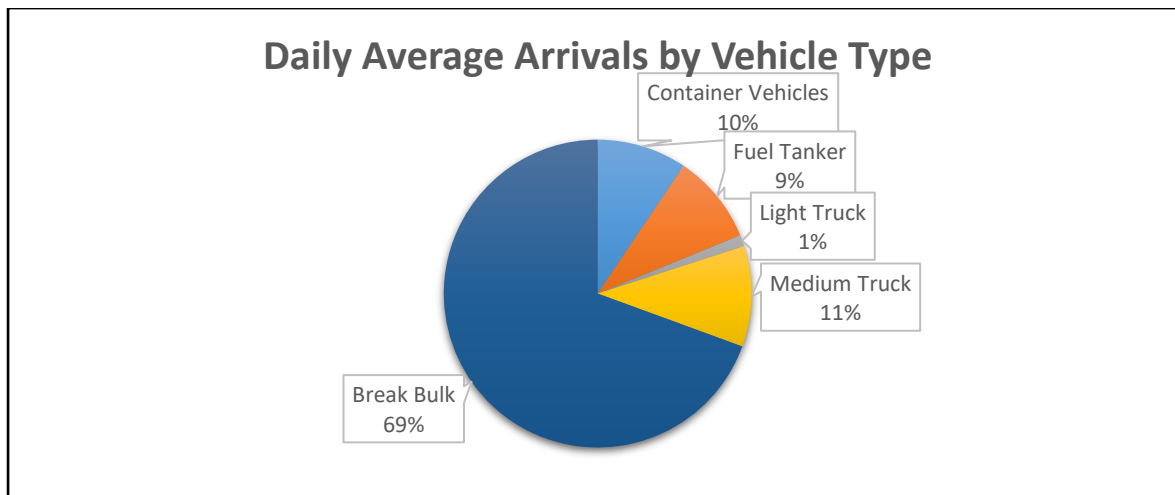


Figure 47: Mchinji Imports Truck Traffic by Load Type

Break Bulk with 69% is the main load category passing through this border post with medium trucks 11%, containerized cargo 10% and tankers 9%.

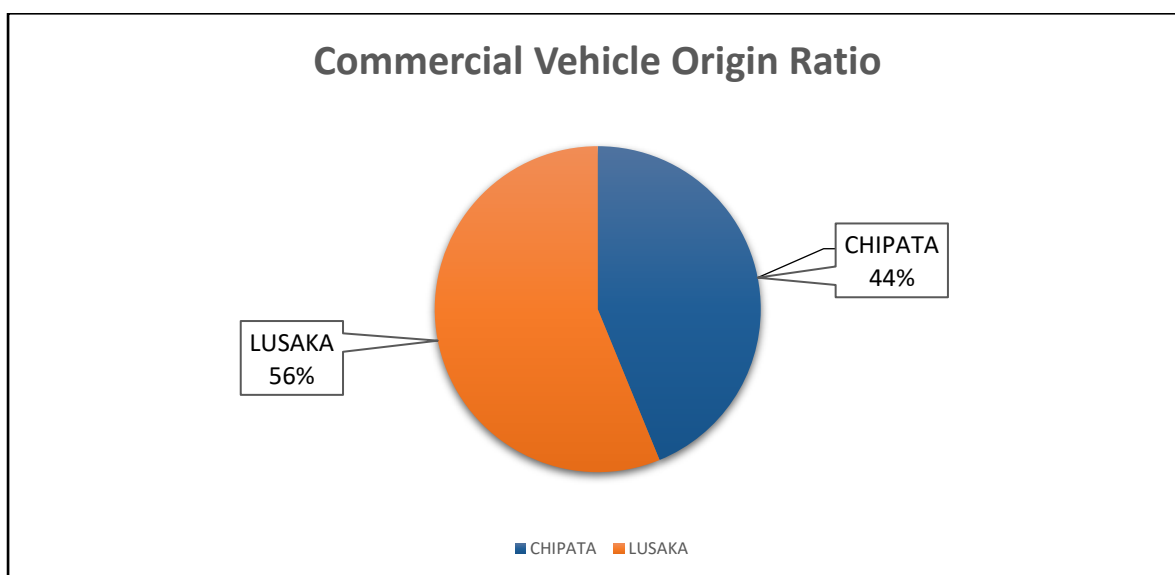


Figure 48: Mchinji Imports Commercial Vehicle Origin Ratio

56% of all vehicles originated from Lusaka with 44% from Chipata.

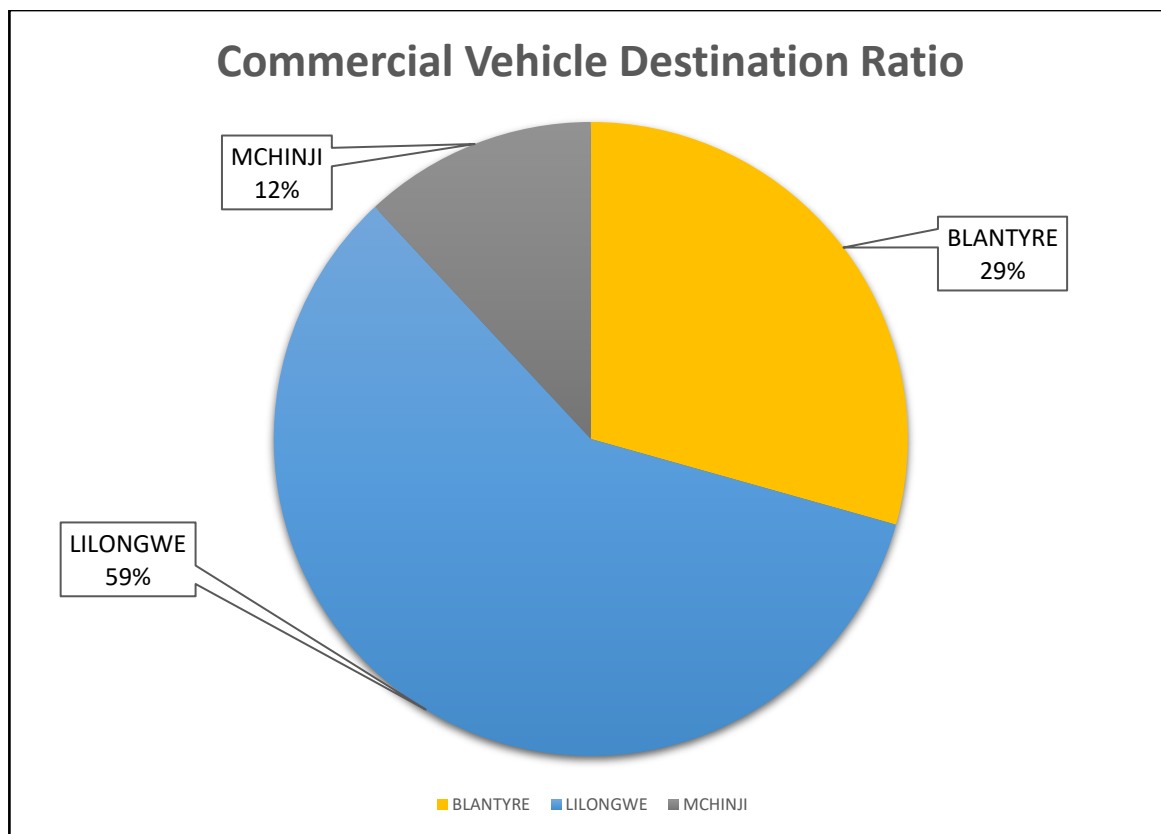


Figure 49: Mchinji Imports Commercial Vehicle Destination Ratio

59% of all vehicles were destined for Lilongwe, 29% for Blantyre and 12% for Mchinji.

Table 54: Mchinji Imports Processing Times (hours)

Vehicle Type	Queue Time		Queue - Entry		Entry - Customs		Customs Time		Inspection Time		Total Dwell	
	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian	Ave- rage	Me- dian
Break Bulk	4:05	2:17	0:28	0:28	2:48	1:14	1:58	1:26	0:41	0:31	19:22	18:26
Medium Truck	1:19	1:19	0:00	0:00	1:46	1:46	1:08	1:08	0:37	0:37	26:35	26:35
All Vehicles	3:53	2:13	0:28	0:28	2:37	1:18	2:16	1:30	0:48	0:34	27:20	33:04

Table 55: Mchinji Imports Weighbridge Times (hours)

Vehicle Type	Median Weigh Time
Fuel Tanker	0:01
Break Bulk	0:01
All Vehicle Types	0:01

Table 56: Mchinji Imports X-ray Scanner Times (hours)

Vehicle Type	Median Scan Time
Fuel Tanker	0:06
Break Bulk	0:07
All Vehicle Types	0:04

Processing times into Malawi from Zambia are much shorter with Customs Processing only accounting for 1h30 largely due to the fact that Zambian exporters make use of the pre-clearance and or pre-lodgement process which cuts down the processing times on the Zambian side and Zambian Clearing agents submit documents to their Malawi counterparts prior to the truck arriving at the border. This gives the Malawi Agents plenty of time to lodge entries with MRA before the truck arrives at the border. This has impacted on the shorter dwell times which are around 33 hours. It was however also noted that drivers once cleared are not necessarily in a hurry to leave the border post and often delay departure from the border for recreational reasons.

Mchinji Imports - Small Scale Traders

Small Scale Traders especially women are the main traders at this border post and make up the majority trade between the two local communities of Mwami and Mchinji. However, trading from Zambia to Malawi is on a much larger scale due to the availability of much needed goods in Zambia such as foodstuffs, cement and building materials, and some chemical and allied products such as cosmetics and detergents. This means the value of goods traded from Zambia are much higher in value and usually from \$500 up to \$1000. This therefore attract much more attention from other agents such as Bureau of Standards, Agriculture and the Revenue Authorities such as MRA on entry into Malawi as these goods will attract duties and taxes. These traders are normally registered with MRA and are compliant when it comes to paying duties and taxes. As can be seen from the table below:

Table 57: Mchinji Imports - Small Scale Traders

Mode of Transport	Data Count	Avg. Health Screening (hours)	Median Health Screening (hours)	Avg. Security Screening (hours)	Median Security Screening (hours)	Avg. Immigration (hours)	Median Immigration (hours)	Avg. OGA Time (hours)	Median OGA Time (hours)	Avg. Customs (hours)	Median Customs (hours)	Avg. Dwell (hours)	Median Dwell (hours)
Bus	26	0:00	0:00	0:15	0:18	0:14	0:13	0:00	0:00	0:36	0:31	1:43	1:09
Car	198	0:31	0:31	0:32	0:22	0:14	0:06	0:02	0:02	0:11	0:06	0:57	0:38
Bicycle	9	0:00	0:00	0:32	0:26	0:21	0:09	0:00	0:00	0:18	0:13	3:02	3:02
Pedestrian	62	0:00	0:00	0:30	0:30	0:06	0:05	0:00	0:00	0:20	0:08	0:48	0:19
Truck	102	0:00	0:00	0:07	0:06	0:31	0:12	0:12	0:05	0:14	0:05	1:59	0:38

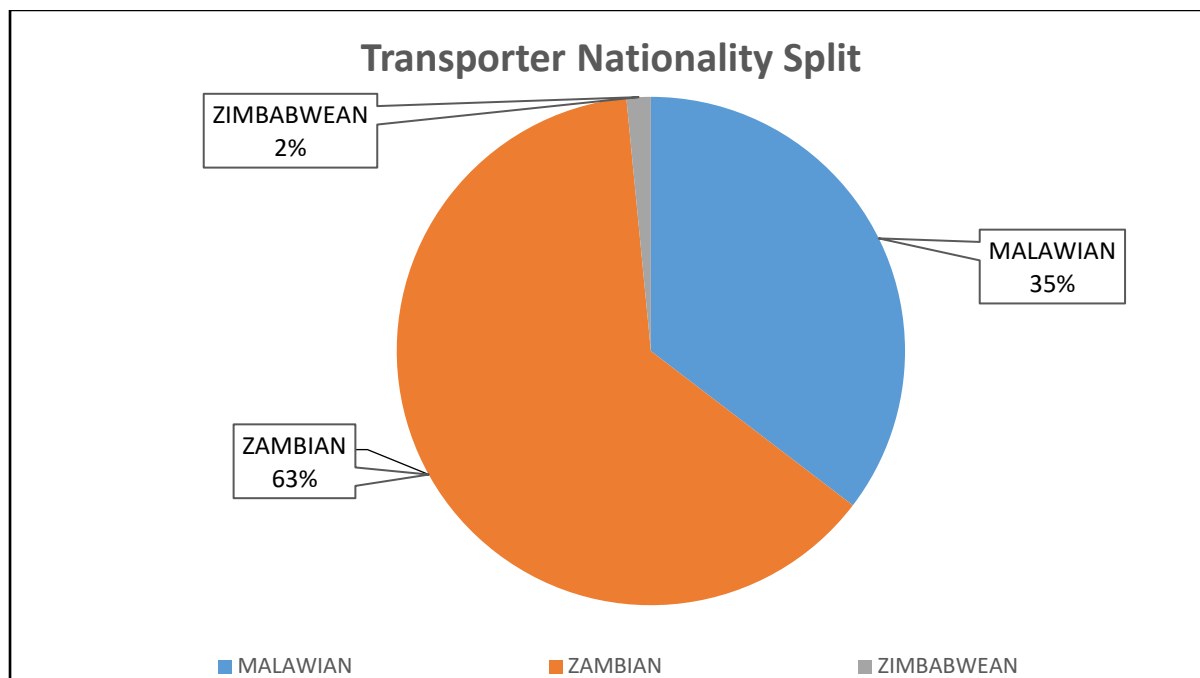


Figure 50: Mchinji Imports Transporter Representation

The majority of transporters were from Zambia with 63% representation, followed by Malawi 35% and Zimbabwe 2%.

Infrastructure Surveys

The Infrastructure Surveys detail the level of compliance and state of maintenance of the border post hard and soft infrastructure. The detailed survey matrix for Mchinji and Mwami are given in Annexure E.

Mchinji also is an archaic two stop legacy border post that is disjointed in design with no efficiency for the flow of traffic and people through the border. Lack of office space for MRA and all other Government Agencies has created a disjointed appearance to the border with temporary offices scattered around the border with no distinguishing boundaries or border lines between the two countries of Malawi and Zambia. Control of Truck traffic is an impossible task with no designated parking areas for trucks while waiting for clearance procedures to be completed. This is also a very porous border post. However, the new OSBP has been fully completed on both sides of the border except for furnishing of the facilities and the IT infrastructure. It is estimated the OSBP will be operational on 1 July 2022. This new facility has been well planned in terms of separation of operations between Traveller/Passenger and Commercial Truck traffic with separate terminals for both.

While the border on the Zambian side at Mwami faces similar infrastructure challenges to the Malawi side, it is operating better due to internet connectivity, back-up power generation and online accommodation of Clearing Agents. The new OSBP will take care of infrastructure shortcomings and will make a significant improvement to the inefficiencies of the existing border post.

Stakeholder Interviews

Stakeholder Interviews were held with all Border Agencies to understand their role and challenges at the Border and the outcomes of those interviews are given in Annexure F.

5.3 User satisfaction baseline survey results

5.3.1 User Satisfaction Survey

The Border User Satisfaction Survey questionnaire is designed to collect information in relation to procedures, facilities, infrastructure, design and layout of the border, features, and the performance of the border authorities.

The questionnaire was completed by trained members of the survey team and the process was tested prior to data collection with a one-day pilot survey. The user information was collected over a period of one week from a range of different respondents. The sample included clearing agents, registered and informal traders, truck drivers, passengers and other travellers and border officials.

The questions in the survey form cover various aspects of border operations and the new facilities. The questions are classified as follows:

Questions 1-10	describe various attributes of the respondent sample.
Questions 11-20	seek comments from respondents on various aspects of border usage.
Questions 21-35	assess the levels of satisfaction with procedures and facilities.

The results of the survey are presented in a set of tables with the responses to the 35 questions in the questionnaire. The tables are colour coded as All Users (white); Males (Blue); and Females (Pink).

The analysis of the user satisfaction survey uses the revised scoring method to produce the tables showing responses to each question in the USS questionnaire. The tables show the number (as percentage) of - "good"; - "neutral"; and - "bad" responses, with the results summarised as a percentage score.

5.3.2 Mwanza Border Post USS Survey Outcomes

The table below shows the main scoring criteria for the Mwanza Border Post USS with an overall level of satisfaction of 24% for all users. A total of 83 respondents - 66 male and 17 female - were interviewed in the survey.

Table 58: Mwanza User Satisfaction Survey

Overall Average :Satisfaction

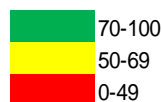
	Total	Male	Female
Parameter	%	%	%
Centralised Operations	3%	3%	0%
Joint Examination	1%	0%	6%
Decreased time	26%	25%	33%
Security	19%	19%	20%
Search -gender	67%	61%	87%
Maintenance	7%	9%	0%
Cleanliness	7%	9%	0%
Toilets -M/F	34%	35%	33%
Warehouse	14%	16%	9%
Signage	0%	0%	0%
Parking	56%	55%	64%
Separation of . Pass/goods	84%	84%	88%
HIV Signage	19%	19%	20%
Disabled facilities	3%	3%	0%
Overall level of satisfaction	22%	25%	0%
Average Score (%)	24%	24%	24%

Total scoring for all respondents resulted in an overall score of 24%.

Males scored 24%.

Females scored 24%.

Legend



Overall Average : Dissatisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	96%	95%	100%
Joint Examination	96%	96%	94%
Decreased time	42%	44%	33%
Security	78%	79%	73%
Search -gender	12%	14%	7%
Maintenance	53%	36%	100%
Cleanliness	43%	27%	100%
Toilets -M/F	21%	22%	17%
Warehouse	36%	42%	18%
Signage	33%	36%	0%
Parking	36%	39%	21%
Separation of . Pass/goods	6%	7%	6%
HIV Signage	79%	79%	80%
Disabled facilities	92%	90%	100%
Overall level of satisfaction	44%	50%	0%
Average Score (%)	51%	50%	50%

Total scoring for all respondents resulted in an overall dissatisfaction was 51%

Males scored 50%.

Females scored 50%.

Legend



Clearly from the outcome of this USS Survey users in general are not satisfied with the current conditions and service levels at the border. However, one must bear in mind the border post is old and has deteriorated over the years and now is no longer suitable for the current volumes of

commercial and passenger/traveller traffic using this border post. It is therefore hoped that, after the operationalisation of the new OSBP, we will see a very different outcome.

5.3.3 Dedza Border Post USS Survey Outcomes

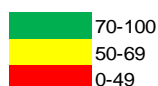
The table below shows the main scoring criteria for the Dedza Border Post USS with an overall level of satisfaction of 46% for all users. A total of 89 respondents - 73 male and 16 female - were interviewed in the survey.

Table 59: Dedza User Satisfaction Survey

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	42%	25%	75%
Joint Examination	25%	13%	50%
Decreased time	62%	59%	79%
Security	74%	74%	76%
Search -gender	84%	80%	100%
Maintenance	47%	47%	50%
Cleanliness	37%	38%	33%
Toilets -M/F	33%	29%	56%
Warehouse	50%	47%	60%
Signage	53%	53%	53%
Parking	10%	12%	6%
Separation of . Pass/goods	53%	54%	45%
HIV Signage	13%	9%	33%
Disabled facilities	25%	23%	31%
Overall level of satisfaction	88%	86%	94%
Average Score (%)	46%	43%	56%

Legend



Total scoring for all respondents resulted in an overall score of 46%.

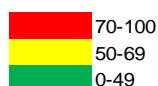
Males scored 43%.

Females scored 56%.

Overall Average : Dissatisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	42%	50%	25%
Joint Examination	50%	63%	25%
Decreased time	9%	9%	7%
Security	16%	17%	12%
Search -gender	5%	6%	0%
Maintenance	21%	22%	17%
Cleanliness	32%	36%	17%
Toilets -M/F	59%	64%	33%
Warehouse	31%	36%	13%
Signage	36%	37%	33%
Parking	87%	86%	94%
Separation of . Pass/goods	26%	26%	27%
HIV Signage	85%	90%	60%
Disabled facilities	64%	63%	69%
Overall level of satisfaction	7%	7%	6%
Average Score (%)	38%	41%	29%

Legend



Total scoring for all respondents resulted in an overall dissatisfaction was 38%.

Males scored 41%.

Females scored 29%.

Scoring for the USS at Dedza shows low levels of satisfaction by border users, but one must bear in mind that this is very disjointed border post with no official Customs Control Zone, no boundary fencing and official truck parking area. This makes it extremely difficult for border authorities to maintain any sort of order amongst the chaos and are doing an extremely admirable job to score an overall score of 46% under very difficult conditions. The new OSBP which is nearing completion should improve the overall scoring to well above 70% once the OSBP becomes operational.

5.3.4 Mchinji Border Post USS Survey Outcomes

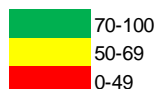
The table below shows the main scoring criteria for the Mchinji Border Post USS with an overall level of satisfaction of 72% for all users. A total of 54 respondents - 29 male and 25 female - were interviewed in the survey.

Table 60: Mchinji User Satisfaction Survey

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	50%	50%	50%
Joint Examination	64%	69%	58%
Decreased time	74%	77%	71%
Security	73%	77%	68%
Search -gender	94%	93%	96%
Maintenance	96%	96%	95%
Cleanliness	96%	96%	96%
Toilets -M/F	98%	96%	100%
Warehouse	70%	83%	55%
Signage	75%	79%	70%
Parking	54%	57%	50%
Separation of . Pass/goods	88%	81%	96%
HIV Signage	15%	15%	14%
Disabled facilities	53%	61%	44%
Overall level of satisfaction	74%	83%	64%
Average Score (%)	72%	74%	68%

Legend



Total scoring for all respondents resulted in an overall score of 72%.

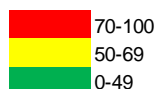
Males scored 74%.

Females scored 68%.

Overall Average : Dissatisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	46%	46%	45%
Joint Examination	30%	27%	33%
Decreased time	16%	19%	13%
Security	18%	15%	21%
Search -gender	2%	4%	0%
Maintenance	0%	0%	0%
Cleanliness	2%	0%	4%
Toilets -M/F	0%	0%	0%
Warehouse	14%	9%	20%
Signage	15%	10%	22%
Parking	46%	43%	50%
Separation of . Pass/goods	10%	15%	4%
HIV Signage	74%	75%	71%
Disabled facilities	47%	39%	56%
Overall level of satisfaction	6%	3%	8%
Average Score (%)	22%	20%	23%

Legend



Total scoring for all respondents resulted in an overall dissatisfaction was 22%.

Males scored 20%.

Females scored 23%.

Despite being a very chaotic border post with limited parking facilities for trucks and passenger vehicles a more than acceptable overall score of a 72% level of satisfaction was archived. A much higher score will be attainable once the new OSBP becomes operational later this year.

5.3.5 Mwami Border Post USS Survey Outcomes

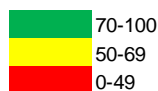
The table below shows the main scoring criteria for the Mwami Border Post USS with an overall level of satisfaction of 64% for all users. A total of 105 respondents - 75 male and 30 female - were interviewed in the survey.

Table 61: Mwami User Satisfaction Survey

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	33%	33%	0%
Joint Examination	67%	67%	0%
Decreased time	82%	81%	83%
Security	87%	86%	90%
Search -gender	94%	95%	93%
Maintenance	68%	67%	70%
Cleanliness	64%	57%	80%
Toilets -M/F	50%	56%	33%
Warehouse	27%	25%	33%
Signage	94%	91%	100%
Parking	58%	52%	74%
Separation of . Pass/goods	85%	82%	93%
HIV Signage	50%	53%	43%
Disabled facilities	18%	17%	20%
Overall level of satisfaction	87%	89%	81%
Average Score (%)	64%	63%	60%

Legend



Total scoring for all respondents resulted in an overall score of 64%.

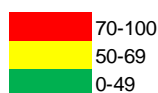
Males scored 63%.

Females scored 60%.

Overall Average : Dissatisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	33%	33%	0%
Joint Examination	33%	33%	0%
Decreased time	6%	8%	3%
Security	3%	4%	0%
Search -gender	0%	0%	0%
Maintenance	3%	4%	0%
Cleanliness	0%	0%	0%
Toilets -M/F	9%	8%	11%
Warehouse	61%	63%	54%
Signage	3%	4%	0%
Parking	34%	43%	13%
Separation of . Pass/goods	4%	4%	3%
HIV Signage	42%	41%	43%
Disabled facilities	69%	67%	73%
Overall level of satisfaction	0%	0%	0%
Average Score (%)	20%	21%	13%

Legend



Total scoring for all respondents resulted in an overall dissatisfaction was 20%.

Males scored 21%.

Females scored 13%.

Again, a very acceptable overall score of 64% was achieved for Mwami Border Post despite the poor infrastructure and lack of facilities. These two border posts are still the original legacy or two stop border posts that have been in existence for many decades, therefore it is very admirable to achieve these levels of satisfaction by Border Post Users that cover a wide range of Categories.

The detailed analysis of all the USS Surveys can viewed in the Annexure.

5.4 Findings and recommendations

The findings of the border post surveys are presented next, accompanied by recommendations for improvement.

5.4.1 Mwanza border post

From an infrastructure perspective there is very little that can be done about the current border post layout and related infrastructure. The shortcomings in infrastructure and traffic flow layouts will hopefully be addressed with the development and construction of the new OSBP. However, there is much that can be done from the soft infrastructure perspective in preparation for the opening of the new OSBP.

At Mwanza there is a significant need to ensure all OGAs are computerised and have access to the ASYCUDA World Customs System so that there is complete transparency in respect of the information to be shared with OGAs. It was noted that many of the OGAs did not have access to information and are reliant on the Malawi Revenue Authority to communicate to them when and where a consignment or commodity is of interest to them. The development and implementation of a Single Window System (SWS) will also go a long way towards fixing this issue as will the computerization of all OGA stations from a hardware perspective as some of the OGAs do not currently have computers.

Internet connectivity is another major issue at this border post which is preventing the likes of clearing agents being able to submit Customs declarations on the ASYCUDA System at times, which means that submission has to be done as a manual entry. The manual processing of declarations is time consuming and is adding to the high border crossing times that have been recorded at this border post during the Survey. While it is hoped that this issue will be addressed at the new OSBP development, it is recommended that consideration be given to improving the state of internet connectivity at the current border post in order to ensure the smooth processing of Customs declarations on a consistent level and eliminate as much as possible the need to process manual declarations.

The backup power from the generators is not sufficient to supply all stations at this border post when blackouts or load shedding occurs. This is another major constraint that impedes the processing of declarations and the work of the OGAs adding to the delays at this border post. While this will be covered under the new OSBP development, additional generator capacity at the current border post should be considered as a short term solution for more efficient operations.

5.4.2 Dedza border post

Dedza is a very disjointed border post in the middle of a settlement with no boundaries or designated Customs control zone and limited truck parking and traveller facilities. The Mozambique border line is located very close to the border post making it very difficult to define if you are operating in Malawi or Mozambique. This creates huge opportunities for smuggling of goods through this very porous border post and makes tax evasion an everyday occurrence. The level of smuggling and tax evasion at this border post is at an unprecedented level and lead to the demise of the MRA Station Manager Alinafe Bonogwe who was murdered shortly after our departure from Dedza for trying to clamp down on these illegal activities.

The new OSBP which is at an advanced level of construction and should be completed before the end of 2022, will give better control over the regulated cross-border trade such as the transporters and registered traders passing through Dedza border post, but it is unlikely to curtail the illegal activities of smuggling and tax evasion for traded goods due to the extreme porosity. While there is a large contingency of border policing at this border post it does not seem to impact on the level of smuggling, and corruption is rife.

The only stand-alone building at this very old border post is that of the MRA office which is very undersized for the current staff levels. Other government agencies variously located and housed in container offices, while the Malawi Police Services and Border Security make use of tents to run their operations from. Due to the inspection yard for trucks and other trader goods being approximately 2 km away from the border structures, trucks referred for inspections must be escorted to the inspection yard to avoid evading inspections, leading to inefficient operations.

The current challenges faced by the MRA, Immigration and other Government stakeholders are overwhelming and not practically solvable under the current circumstances due the disjointed nature of the border layout. It is hoped that the new OSBP design has taken these many challenges into account. From an infrastructure perspective many of these issues will be taken care of but it is not clear if many of the non-infrastructure issues and challenges such as staff housing, lack of vehicles to patrol the porous border line for the border police, staff shortages and internet connectivity will be taken care of under the new developments at Dedza border post.

5.4.3 Mchinji border post

This is again a dated two-stop legacy border post that is disjointed in design with limited efficiency regarding the flow of traffic and people through the border.

Lack of office space for MRA and all other Government agencies has created a disjointed appearance to the border with temporary offices scattered around the location with no distinguishing boundaries or border lines between the two countries of Malawi and Zambia. Control of truck traffic is a very complex task with no designated parking areas for trucks when waiting for clearance procedures to be completed.

This is also a very porous border with a lot of smuggling taking place, leading to price distortion relative to local markets compliant with the MRA trading regulations, and a loss in revenue for MRA in terms of tax and duty collections. This makes it very difficult for the MRA to meet its monthly revenue collection targets.

Collection of duties and taxes from small scale traders is a major problem, especially among the women traders who often arrive at the border post with insufficient funds to pay the required fees, and ending up staying over at the border post for several nights while waiting for revenue to pay their dues. This often encourages illegal trading and smuggling to avoid these difficulties they face and is largely brought about by a lack of sensitization of the local communities to the benefits available to small scale traders by being compliant under the COMESA Small Scale Cross-border Trade Initiative or SSCBTI. This project focuses on reducing bribery, corruption and harassment experienced by small scale cross-border traders at selected border posts and upgrading border infrastructure at targeted border posts. The project also has a specific focus on improving standards and facilities for female traders who make up the majority of small-scale cross border traders.

The lack of connectivity at this border in particular for the clearing agents is a huge problem for the submission of online declarations on the ASYCUDA System and manual entries are submitted via email on the agent's cell phone to MRA. There is also a large number of informal or briefcase clearing agents or "runners", as they are more commonly known operate at this border post. As they are not properly registered with MRA and have not been properly trained in Customs Clearing and Forwarding procedures, many entry errors occur that have to be resolved by way of Vouchers of Correction (VOCs) having to be submitted, which increases the processing times for Customs Declarations.

On a positive note however, the new OSBP has been fully completed on both sides of the border with the exception of furnishing of the facilities and the IT infrastructure. It is estimated the OSBP will be operational on 1 July 2022. This new facility has been well planned in terms of separation of operations between traveller/passenger and commercial truck traffic, with separate terminals for both.

Improvements that can be implemented in the short term at this border are the education of importers/exporters of cargo and transporters on the pre-clearance of declarations prior to arrival of the goods at the border. This is currently done at a very low level and the majority of entries are submitted via a clearing agent on arrival at the border. The pre-clearance of declarations will eliminate the need to make manual submissions at the border and will drastically improve processing times at this border and improve the border crossing times.

It is however not clear at this stage whether or not if improved facilities for clearing agents will be catered for under the new OSBP facility, with adequate working space and with Internet connectivity and computers to access the ASYCUDA System for online submission of declarations. If not provided, this should be seen as a significant oversight and be addressed to improve the operating conditions for the clearing agents and the efficient processing and clearing of goods through this border.

5.4.4 Mwami border post

While the border post on the Zambian side at Mwami faces similar infrastructure challenges to its Malawi counterparts, the Zambia Revenue Authority (ZRA) is very well organised nationally in Zambia in terms of Internet connectivity, back-up power generation and online accommodation of clearing agents for the submission of declarations as well as office space. There is also a well-communicated program for pre-clearance and pre-lodgements of declarations by importers and exporters, which has improved the efficiency of processing declarations and border clearances.

There is a very high volume of Small-Scale Traders through Mwami but functioning better than on the Malawi side. The COMESA Small Scale Cross-border Trade Initiative or SSCBTI is actively implemented in Zambia due to COMESA being based in Lusaka, which has made the implementation of this program much easier. Small Scale Traders especially women are very active under the COMESA SSCBTI and have reaped the benefits from the program.

The new OSBP will definitely improve the infrastructure shortcomings and the current inefficiencies of the existing border post. There is however room for improvement in terms of better risk management for scanning and weighing of all cargoes, which currently include all vehicles with the exception of empty vehicle that are not scanned. Over the 7 days of the survey, it was noted that there were very few referrals for further interventions such as 100% physical Inspections. The implementation of the AEO (Authorized Economic Operators) Program for transporters as well as importers and exporters, which has been implemented partially, needs to be rolled out at a much larger scale, especially with the onset of the opening the new OSBP. This will create a fast track or green lane for compliant operators.

6. Corridor Performance Baseline Survey

6.1 Background and approach

In this chapter the time and cost performance of the 4 corridors through Malawi will be analysed and presented.

As a point of departure, a desk study was done of available data for previous years, augmented by more recent data collected from other sources. This is presented as the time and cost performance of the corridor's components, in 2 separate sections in this chapter. In the next two sections data is presented for 5-year traffic volumes as well as 5-year Customs revenues.

Finally, a corridor performance comparison is done of the 4 Malawi corridors with the Northern and Central corridors.

6.2 Time performance of corridor components

In this section the time performance of the corridors and border posts in Malawi will be presented. As far as practically possible the same corridor elements and processes were evaluated for each corridor. In some cases, the same information was however not available for all corridors, e.g. vessel turn-around times in the respective ports. In such cases additional data, that may not be required by the Terms of Reference, is added for information purposes for some corridors.

Firstly, the sources, extent and periods of new data will be presented, followed by the performance of customs facilities at border posts. The time performance of each corridor will then be discussed.

6.2.1 Data collected

To assess the time performance of the respective corridors, quantitative data was obtained from MRA (Malawi Revenue Authority), ports operators, freight agents and road transport operators Table 62 below provides an overview of the data that was obtained for this purpose.

Table 62: New Data Collected for corridor time performance analysis

No	Participant	Type of Data	Number of Consignments	Start Date	End Date
1	MRA (Malawi Revenue Authority)	Customs transactions	2,725,000	January 2016	November 2021
2	Cornelder (operator of Beira Port)	Ports volumes and time delays	Approximately 260,000 per annum	January 2016	December 2021
3				January 2016	

No	Participant	Type of Data	Number of Consignments	Start Date	End Date
	Portos do Norte (Port of Nacala)	Ports volumes and time delays	Approximately 100,000 per annum		December 2021
4	Transnet Port Terminals Annual Reports	Ports volumes and time delays	Approximately 5 million per annum	January 2016	December 2021
5	Tanzania Port Authority Annual Reports	Ports volumes and time delays	Approximately 600,000 per annum	January 2016	December 2021
6	Central Corridor Transport Observatory Reports	Ports volumes and time delays	Approximately 1 million per annum	January 2016	December 2019
7	Freight agents	Estimates of time delays along all four corridors	Unknown	January 2020	December 2021
8	Road Transport data	GPS tracking data of trucks along all four corridors	2,260	October 2018	November 2021

6.2.2 Customs Time Performance

As cargo traveling along all corridors must be processed by Malawi Customs, we obtained detailed transactional data from the Malawi Revenue Authority (MRA) for the period January 2016 to November 2021 to allow the volumes of cargo along each corridor, as well as the time duration associated with the different customs operations to be measured.

Data was obtained from MRA reflecting cargo volumes, values and time delays for the period 2016 - 2021. The additional data fields that were provided allowed the results to be divided according to the following categories:

- Annum
- Operational process steps
- Cargo type (based on HS code)
- Means of transport
- Countries of Origin and Destination
- Customs office
- Customs Regimes (import, transit, ex-warehouse, etc.)
- Lane selectivity (Green, Yellow, Red, Blue)

To obtain an indication of customs time delays in general, before investigating time performance within specific categories, we calculated the overall customs time delays per annum as well as for the

entire period 2016 – 2021, as displayed in Table 63 and **Error! Reference source not found.** below. We display both the median delay, which provides a good indication of typical time delays, as well as the average, that also takes into account occasional very long time delays. There two measures for time duration provides very different results: less than 5 days median value for imports compared to more than 28 days average. This results from the fact that the maximum time delays can sometimes be as long as more than 5 years, in cases where there may be a dispute between and importer and MRA. We also observe that there was a gradual downwards trend in customs time delays for imports over the period under investigation, while the trend was upwards for exports.

While no further information was available to investigate the reasons for the difference in time delays between inbound and outbound cargo, it must be taken into account that outbound cargo is typically raw materials (e.g. tobacco) while inbound cargo is mostly consumer goods. The latter type of cargo is much more likely to be stopped for the purpose of pilfering and bribery as a viable black market exists for these kinds of goods.

Table 63: Imported cargo time durations (days)

Year	Count	Minimum	Maximum	Average	Median	Standard deviation
2016	62601	0.01	1950.92	31.74	3.88	126.50
2017	98051	0.01	1740.10	35.13	3.87	131.09
2018	89110	0.00	1380.28	37.68	5.23	127.63
2019	92843	0.01	1054.12	27.43	5.00	91.74
2020	90150	0.00	661.11	24.84	5.12	60.56
2021	80042	0.00	338.18	14.39	3.92	29.02
All	512797	0.00	1950.92	28.72	4.65	102.14

Table 64: Exported cargo time durations (days)

Year	Count	Minimum	Maximum	Average	Median	Standard deviation
2016	8237	0.02	1892.08	15.14	0.99	110.05
2017	13666	0.02	1236.09	23.35	1.06	120.44
2018	14108	0.01	1189.91	14.81	1.23	72.86
2019	13205	0.01	951.72	93.21	7.99	204.23
2020	11228	0.01	586.07	29.01	7.47	74.14
2021	12346	0.02	256.11	19.14	8.77	27.55
All	72790	0.01	1892.08	33.60	3.75	120.31

Time delays were furthermore divided into the different operational steps in the customs process, e.g., Validate & assess and Release. This allowed the contribution of each process step towards total time delay to be quantified. The time durations of the process steps are displayed in Table 65 below. It is important to notice that not all operational process steps are present for each cargo consignment that is processed, as the process differs from one consignment to the next. To allow the effective

impact of these process steps on the overall time delay to be evaluated, we calculated the Effective Average Time Delay as follows:

Effective Average Time Delay

$$= \frac{\text{Average Time delay} \times \text{Number of occurrences of process step}}{\text{Total number of cargo consignments}}$$

For process steps that take a long time but that does not occur very often, the Effective Average Time Delay will thus be much shorter than the Average Time Delay. We ranked the process steps from highest to lowest in terms of Effective Average Time Delay. It can be seen that the process steps where traders are responsible for the time delay, e.g., Payment, represent a significant fraction of the total time delay. For some operations there is a large difference between the Effective Average and the Median values. This will happen in cases where some cases take very long to conclude, sometimes several years, e.g., when an importer experienced financial difficulties and could not pay the required duties when goods were physically imported, or when there was a legal dispute between the importer and Customs. Median is therefore a more accurate reflection of typical delay times that could be expected, while Effective Average takes into consideration the impact of the small fraction of cases with very long times, and that can also impact the economy, as some local manufacturers and retailers may have been expecting the goods that are subjected to such long delays.

Table 65: Imported cargo Effective Average and Median time durations (days) per Operation

Operation	Explanation of operation	Count	Effective Average	Median
Print Release Order	Printing a hard copy of the release order	378070	5.95	0.224
Post-Entry	Modification of a declaration	225239	5.85	0.357
Payment	Effecting payment of taxes or fees	512825	3.87	0.065
Add Scanned Docs	Uploading of scanned documents into ASYCUDA	121850	3.20	0.674
Manual Examiner Assignment	Supervisor moving a declaration from one stage to another	166913	1.70	0.070
Release Order (selectivity)	Manually triggering selectivity of a lane if the declaration has not automatically chosen a lane	416875	1.36	0.001
Control Results	Officer signifying completion of processes and enabling the next officer to proceed	269385	0.83	0.014
Request PRN	Triggering of a payment registration number (PRN) to aid electronic payment of taxes and fees	389386	0.62	0.006
Re-route to query	Declaration queried and requiring special attention	71800	0.31	0.035
Unlock		21443	0.28	0.086

Print Vehicle Certificate	Literal printing of a CCC	17821	0.14	0.001
Transmit Vehicle Certificate	Customs clearance certificate is transmitted into the Road Traffic System	24596	0.13	0.001
Clear declaration	When declaration is rerouted to another channel, the declaration is cleared first	266865	0.11	0.000
Refund		1415	0.09	1.813
Generate T1		95407	0.03	0.023
System re-route to green	Channelling of the declaration to green lane signalling completion of all clearance processes	266662	0.03	0.001
Modify Working Date		83	0.00	0.230
Re-route to green	Once cargo in the Yellow, Blue and Red lanes have been investigated, it is re-routed to the Green Lane before being released	393	0.00	0.827
Check SAD	The single administrative document (SAD) is a form used for customs declarations	58	0.00	0.813
Re-route to blue		109	0.00	0.001
Lock		11	0.00	0.208
Registered direct to assessed		1	0.00	9.309

Table 66: Exported cargo Effective Average and Median time durations (days) per Operation

Operation	Explanation of operation	Count	Effective Average	Median
Export release	Acquitting an export declaration to enable appear in the Reserve Bank of Malawi system	33416	21.56	6.308
Post-Entry		15214	5.36	0.744
Print Release Order	Printing a hard copy of the release order	72036	4.44	0.180
Payment	Effecting payment of taxes or fees electronically or on the cashier counter for the declaration	72789	0.61	0.044
Manual Examiner Assignment	Supervisor moving a declaration from one stage to another	9593	0.41	0.100
Control Results	Officer signifying completion of processes and enabling the next officer to proceed	72304	0.37	0.013
Release Order (selectivity)	Manually triggering selectivity of a lane if the declaration has not automatically chosen a lane	72787	0.34	0.001

Add Scanned Docs	Uploading of scanned documents into ASYCUDA	12225	0.30	0.158
Unlock		1134	0.07	0.101
Request PRN	Triggering of a payment registration number (PRN) to aid electronic payment of taxes and fees	55802	0.06	0.005
Clear declaration	When declaration is rerouted to another channel, the declaration is cleared first	72351	0.04	0.000
System re-route to green	Channelling of the declaration to green lane signalling completion of all clearance processes	72343	0.03	0.001
Re-route to query	Declaration queried and requiring special attention	7207	0.02	0.017
Check SAD	The single administrative document (SAD) is a form used for customs declarations	1	0.00	2.217
Re-route to green	Once cargo in the Yellow, Blue and Red lanes have been investigated, it is re-routed to the Green Lane before being released	1	0.00	0.001
Re-route to blue		4	0.00	0.000

The next analysis divided all cargo into cargo types based on HS codes and determines time delays per cargo type. As there are thousands of different HS codes, we used only the first 2 of the HS code digits to categorize the cargo. **Error! Reference source not found.** displays the time durations for those cargo categories that represent the largest cargo value, as these will have the biggest impact on overall trade flows.

Table 67: Imported cargo Customs time durations (days) per Cargo Type (value ranked)

HS code	Product descriptions	Count	Value (MKW million)	Min	Max	Avg	Median	Std dev
27	Mineral fuels & oils	70138	2,223,389	0.00	1831.84	37.36	18.11	75.87
84	Machinery	35914	1,688,097	0.01	1863.03	15.51	2.14	76.90
87	Vehicles	28306	1,345,629	0.01	1767.83	39.99	7.06	112.88
85	Electrical machinery	20971	1,243,378	0.01	1805.83	17.70	2.89	73.41
49	Printed books, newspapers	4971	1,053,356	0.01	1484.92	13.26	2.05	61.63
31	Fertilisers	2389	1,002,950	0.01	1219.00	15.25	1.14	61.77
30	Pharmaceutical products	8798	911,217	0.01	1658.30	12.56	1.07	69.89

HS code	Product descriptions	Count	Value (MKW million)	Min	Max	Avg	Median	Std dev
39	Plastics and articles thereof	30346	777,884	0.00	1950.92	21.41	2.31	93.52
63	Textile articles	19766	673,744	0.01	1720.81	14.35	1.93	60.81
72	Iron and steel	12327	545,279	0.01	1685.97	18.48	1.85	82.92
15	Animal or vegetable fats	15992	488,414	0.01	1232.74	16.73	1.91	52.72
38	Chemical products	10099	455,820	0.01	1599.94	22.20	1.95	107.80
24	Tobacco	2725	420,825	0.01	1498.95	11.23	0.25	101.44
34	Soap and organic agents	7347	408,855	0.01	1574.80	17.96	1.26	80.45
73	Articles of iron or steel	11819	408,417	0.00	1786.02	19.79	2.74	81.61
10	Cereals	1123	398,751	0.02	1339.75	26.83	1.19	106.22
48	Paper and paperboard	9605	307,451	0.01	1444.23	9.96	1.79	50.12
25	Salt; sulphur; plastering	11531	296,142	0.00	1521.78	18.94	1.81	73.68

We then divided cargo into countries of origin (for imports) and destination (for exports) as displayed in Table 68 and Table 69 below. It can be seen that most goods are imported from China and South Africa, while Belgium is the biggest export destination. There are significant differences between customs times for different countries, possibly as not all countries are considered to represent the same customs risk.

Table 68: Imported cargo Customs time durations (days) per country of origin (value ranked)

Origin	Value (MKW million)	Count	Min	Max	Ave	Median	Std Dev
CHINA	3,237,165	82325	0.01	1,863.03	27.61	2.35	106.60
SOUTH AFRICA	3,223,373	132737	0.00	1,840.88	24.59	3.18	100.94
INDIA	1,990,135	48313	0.00	1,844.19	32.48	5.06	96.56
UNITED ARAB EMIRATES	1,750,946	31877	0.01	1,831.84	38.82	16.05	94.96
GREAT BRITAIN/ UK	762,794	15540	0.01	1,767.83	35.49	5.79	119.24

Origin	Value (MKW million)	Count	Min	Max	Ave	Median	Std Dev
MOZAMBIQUE	522,952	5354	0.01	1,017.96	21.01	2.81	64.93
JAPAN	516,907	16325	0.01	1,747.00	41.92	7.16	124.75
ZAMBIA	493,514	19346	0.01	1,375.07	16.73	1.67	75.52
KUWAIT	467,650	19502	0.00	1,260.32	30.68	17.74	60.40
SWITZERLAND	355,796	12225	0.00	1,601.60	25.56	16.04	61.97
MALAYSIA	325,431	11703	0.01	1,805.83	26.00	3.09	97.69
INDONESIA	291,791	6612	0.01	1,949.23	18.35	1.13	76.71
UNITED STATES OF AMERICA	281,066	11660	0.01	1,786.02	26.03	4.02	109.07
KENYA	268,664	4849	0.02	1,950.92	18.69	3.22	93.57
TANZANIA	254,847	4001	0.02	1,578.69	30.91	1.99	108.83
GERMANY	229,020	8995	0.02	1,948.83	28.95	4.95	108.67
HONG KONG	216,233	5367	0.01	1,740.10	21.32	1.93	90.18
SAUDI ARABIA	207,855	2240	0.01	1,530.89	22.40	2.76	84.35
NETHERLANDS	178,131	3099	0.02	1,950.76	39.05	6.03	150.23
ZIMBABWE	140,561	5317	0.01	1,779.10	33.44	3.06	102.70

Table 69: Exported cargo time durations (days) per country of destination (value ranked)

Destination	Value (MKW million)	Count	Min	Max	Ave	Median	Std Dev
BELGIUM	651,346	1113	0.04	1165.07	44.26	2.95	132.72
SWITZERLAND	274,833	221	0.09	743.01	28.40	5.33	86.69
SOUTH AFRICA	245,845	14855	0.03	1377.88	27.55	3.24	111.77
UNITED STATES OF AMERICA	192,126	1945	0.04	1396.10	31.20	3.75	121.11
EGYPT	176,186	532	0.04	910.97	36.21	2.24	135.74
CHINA	169,339	1032	0.02	1318.97	22.42	4.35	83.96
KENYA	161,336	4141	0.01	1236.20	35.09	3.37	134.79
TANZANIA	156,940	4752	0.02	1306.00	34.20	3.75	130.03

Destination	Value (MKW million)	Count	Min	Max	Ave	Median	Std Dev
GERMANY	145,079	1031	0.02	944.72	33.95	3.14	113.51
GREAT BRITAIN/ UK	142,415	3974	0.03	1882.89	28.77	4.03	103.91
ZIMBABWE	131,353	6881	0.02	1160.79	19.29	3.60	79.37
NETHERLANDS	127,322	1679	0.04	1384.19	32.29	2.96	127.44
ZAMBIA	126,677	3935	0.01	1221.20	32.43	2.88	118.60
INDIA	124,350	8092	0.03	1047.08	26.83	4.61	72.27
DEMOCRATIC REPUBLIC OF CONGO	122,633	81	0.09	756.19	67.91	3.86	145.68
UNITED ARAB EMIRATES	102,374	5043	0.03	1255.94	61.72	7.12	152.27
RUSSIAN FEDERATION	90,134	360	0.07	722.03	27.12	2.29	89.19
UKRAINIAN SSR	70,902	180	0.02	1070.75	37.07	1.94	132.48
MOZAMBIQUE	69,521	4607	0.01	1218.20	52.43	2.10	175.97
POLAND	62,113	479	0.05	917.77	17.78	2.06	83.51

Median time durations for different customs offices are displayed for each year over the period under consideration in Table 70 and Table 71 below. It can be noticed that Songwe border post displays much longer time delays compared to Dedza and Mwanza, and that these differences were consistent over time, possibly because the types of goods imported via Dar es Salaam include high risk goods like fuels.

Table 70: Imported cargo median time durations (days) per Customs Office

Office	All	2016	2017	2018	2019	2020	2021
BIRIWIRI	4d 0h 11m	16d 4h 37m	1d 21h 3m	11d 2h 29m	3d 21h 0m	1d 0h 18m	1d 21h 44m
BLANTYRE PORT	7d 23h 58m	6d 7h 34m	7d 17h 29m	9d 1h 30m	8d 2h 20m	8d 0h 14m	8d 5h 57m
CHIPONDE	0d 16h 20m	0d 1h 39m	0d 1h 55m	9d 18h 48m	9d 1h 33m	2d 1h 13m	0d 10h 59m

Office	All	2016	2017	2018	2019	2020	2021
CHILEKA INTERNATIONAL AIRPORT	2d 23h 49m	2d 2h 18m	3d 1h 52m	3d 4h 6m	2d 23h 17m	3d 6h 13m	3d 0h 14m
CHITIPA	0d 22h 13m			40d 22h 27m		0d 18h 3m	0d 22h 0m
DEDZA BORDER	0d 20h 57m	1d 18h 32m	0d 19h 29m	0d 20h 23m	0d 20h 32m	0d 20h 3m	0d 22h 57m
KAMUZU INTERNATIONAL AIRPORT	2d 20h 7m	1d 6h 2m	2d 4h 16m	2d 23h 20m	2d 20h 59m	3d 2h 52m	3d 0h 37m
LILONGWE	11d 18h 9m	13d 5h 7m	11d 22h 54m	12d 1h 17m	11d 7h 34m	11d 22h 52m	9d 7h 28m
LIWONDE	0d 6h 47m	0d 5h 52m	0d 4h 50m	0d 4h 55m	0d 5h 21m	0d 18h 43m	0d 16h 49m
MCHINJI BORDER	2d 9h 10m	1d 23h 41m	2d 3h 47m	2d 20h 1m	2d 23h 54m	2d 7h 36m	2d 4h 35m
MQOCHA	0d 4h 18m			0d 3h 31m	0d 21h 10m	0d 4h 20m	0d 4h 0m
MULOZA BORDER	0d 22h 16m	0d 8h 29m	0d 3h 53m	0d 22h 51m	2d 9h 33m	0d 23h 39m	0d 23h 21m
MWANZA BORDER	1d 23h 33m	1d 17h 25m	1d 20h 40m	3d 1h 46m	3d 6h 28m	2d 0h 43m	1d 21h 19m
MZUZU PORT	21d 19h 58m	13d 20h 12m	6d 1h 21m			28d 22h 19m	23d 8h 51m
NKHATABAY	2d 0h 6m					3d 2h 31m	2d 0h 6m
SONGWE BORDER	24d 0h 20m	27d 4h 13m	19d 18h 17m		250d 21h 43m	36d 4h 36m	

Table 71: Exported cargo median time durations (days) per Customs Office

Office	All	2016	2017	2018	2019	2020	2021
BIRIWIRI	0d 16h 6m	0d 1h 56m	0d 4h 21m			0d 16h 6m	20d 16h 9m
BLANTYRE PORT	3d 23h 43m	0d 22h 41m	0d 23h 28m	1d 17h 46m	9d 6h 30m	7d 5h 18m	9d 1h 47m
CHIPONDE	2d 16h 59m	0d 1h 4m		0d 2h 12m			6d 17h 24m

Office	All	2016	2017	2018	2019	2020	2021
CHILEKA INTERNATIONAL AIRPORT	2d 5h 10m	1d 2h 41m	1d 0h 0m	1d 0h 22m	301d 19h 28m	16d 19h 25m	33d 17h 52m
CHITIPA	2d 21h 7m					2d 21h 7m	5d 22h 47m
DEDZA BORDER	9d 17h 31m	1d 0h 18m	1d 5h 42m	2d 0h 59m	363d 20h 35m	61d 0h 16m	5d 22h 47m
KAMUZU INTERNATIONAL AIRPORT	2d 19h 21m	1d 6h 11m	1d 1h 20m	1d 0h 43m	339d 5h 44m	2d 20h 37m	1d 23h 14m
LILONGWE	3d 1h 25m	1d 6h 28m	1d 22h 17m	1d 2h 23m	4d 2h 41m	7d 17h 2m	5d 23h 8m
LIWONDE	0d 1h 49m		0d 1h 49m				
MCHINJI BORDER	1d 0h 56m		1d 0h 56m				
MULOZA BORDER	1d 2h 32m		1d 2h 32m				
MWANZA BORDER	28d 7h 14m		28d 7h 14m				
MZUZU PORT	1d 3h 9m		1d 3h 9m				
SONGWE BORDER	0d 19h 15m		0d 19h 15m				

The next division that was considered was between different customs regimes as displayed in Table 72 and **Error! Reference source not found.** The most important are IM4, which represent goods imported into the local market, and IM8, which is goods in transit destined to leave the country before released to trade. As expected, the time duration for local goods is much higher than for transit goods, as the latter do not pay customs duties in Malawi but only in the country of final destination.

Table 72: Imported cargo median time durations (days) per Customs Regime

	Regime	Count	Value	All	2016	2017	2018	2019	2020	2021
IM4	Ex-warehouse	1790347	12,378,353	7d 1h 18m	6d 21h 19m	8d 1h 2m	7d 22h 22m	7d 5h 29m	7d 1h 24m	5d 8h 8m
IM5	Temporary import	6876	275,851	0d 6h 28m	0d 5h 19m	0d 6h 6m	0d 17h 6m	0d 7h 28m	0d 4h 30m	0d 3h 51m
IM6	Re-importation	823	12,191	1d 16h 55m	1d 1h 39m	3d 4h 40m	1d 15h 26m	2d 21h 32m	1d 16h 27m	0d 23h 15m
IM7	Warehousing	44381	579,528	14d 21h 54m	2d 23h 44m	15d 4h 4m	13d 23h 24m	11d 22h 21m	13d 22h 42m	20d 19h 29m
IM8	Transit	547726	4,755,610	0d 7h 25m	0d 15h 44m	0d 15h 16m	0d 6h 26m	0d 5h 10m	0d 5h 21m	0d 6h 37m
ST4		34266	4,608	0d 18h 17m					0d 18h 17m	

Table 73: Exported cargo median time durations (days) per Customs Regime

Regime	Count	Value	All	2016	2017	2018	2019	2020	2021
EX1	107913	3,813,353	3d 17h 33m	0d 23h 37m	1d 1h 10m	1d 5h 7m	7d 22h 23m	7d 9h 5m	8d 18h 35m
EX2	2459	27,410	4d 4h 20m	2d 0h 38m	2d 20h 17m	2d 3h 46m	271d 19h 7m	10d 23h 29m	8d 5h 23m
EX3	1616	167,433	3d 7h 17m	1d 20h 32m	2d 23h 9m	2d 23h 3m	10d 20h 54m	16d 6h 13m	12d 22h 53m
Regime	Count	Value	All	2016	2017	2018	2019	2020	2021

Based on perceived risk the customs process will divide goods between different customs lanes as described in Table 74 below. The explanations of the different lane types are as follows:

- A declaration that selects “Yellow lane” is subjected to “documentary check”.
- A declaration that selects “Red lane” is subjected to “physical inspection”.
- A declaration that selects “Blue lane” is subjected to “post clearance audit”.
- A declaration that selects “Green lane” is immediately released.

It can be seen that Green lane cargo consumes much less time compared to Redlane cargo. The time delays in this table only represents actual cargo time delays for the Green, Red and Yellow lanes. In the case of the Blue lane the cargo is allowed to proceed and a post-audit is performed afterwards, with a possible correction to the duties payable.

Table 74: Imported cargo median time durations (days) per selected lane

Lane	Count	All	2016	2017	2018	2019	2020	2021
BLUE	138430	10d 22h 54m	8d 22h 18m	9d 22h 41m	11d 0h 57m	11d 0h 2m	13d 18h 22m	9d 3h 30m
GREEN	101134	0d 8h 59m	0d 16h 8m	0d 15h 51m	0d 7h 18m	0d 5h 46m	0d 5h 55m	0d 7h 26m
RED	139246	8d 22h 24m	9d 6h 10m	13d 0h 42m	11d 3h 40m	9d 4h 37m	7d 22h 58m	5d 22h 40m
YELLOW	134035	3d 16h 47m	3d 0h 58m	3d 22h 35m	3d 23h 22m	3d 22h 43m	3d 1h 43m	2d 19h 29m

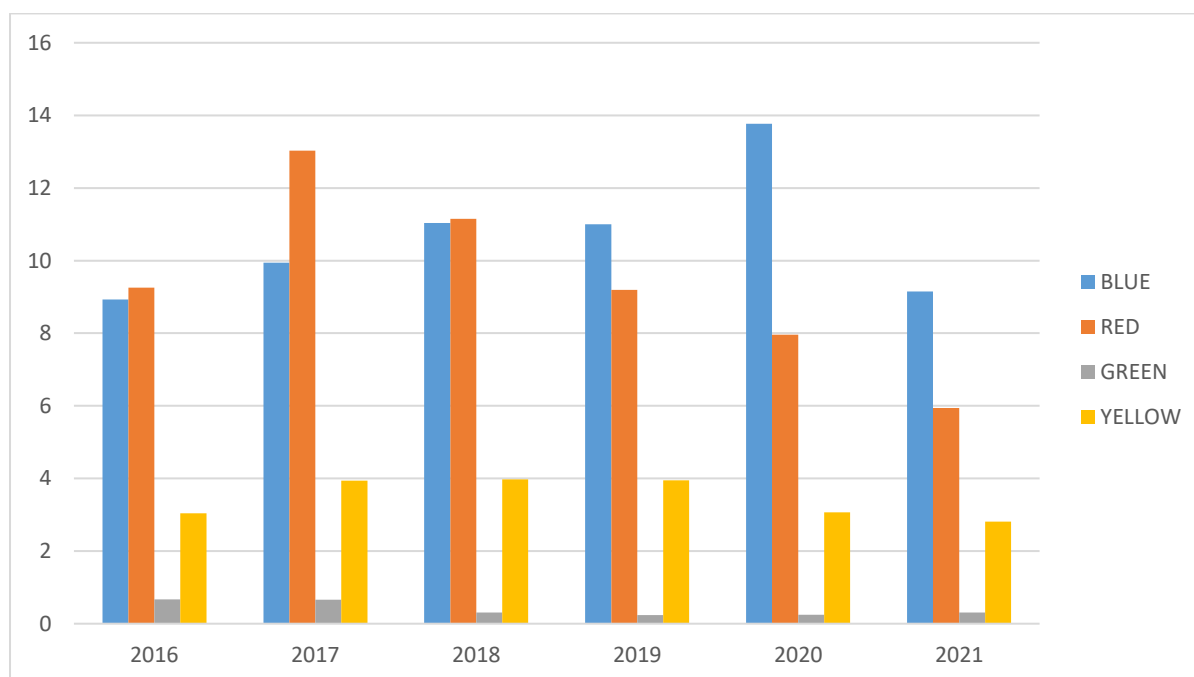


Table 75: Exported cargo median time durations (days) per selected lane

Lane	Count	All	2016	2017	2018	2019	2020	2021
BLUE	7	2d 0h 0m	0d 19h 28m	2d 0h 0m	1d 5h 29m	115d 22h 11m	33d 20h 0m	9d 3h 30m
GREEN	23	1d 19h 5m	1d 19h 5m					0d 7h 26m
RED	899	4d 17h 48m	2d 17h 47m	2d 8h 13m	3d 22h 20m	13d 9h 7m	8d 17h 12m	6d 21h 52m
YELLOW	71861	3d 17h 37m	0d 23h 45m	1d 1h 20m	1d 4h 56m	7d 23h 39m	7d 10h 5m	8d 18h 56m

Lastly, we considered the Means of Transport to categorize cargo. In Table 76 below it can be seen that the vast majority of cargo is transported by road. It is clear that the customs process is much shorter for containerized cargo compared to break bulk cargo.

Table 76: Imported cargo median time durations (days) per Means of Transport for total Customs process

	Rail transport	Container by rail transport	Road transport	Container by road transport	Air transport
Value (MKW million)	228,968	905,104	9,350,690	5,458,286	2,088,103
All Time	11d 6h 31m	0d 22h 34m	6d 20h 22m	1d 4h 55m	2d 18h 48m
2016	16d 3h 28m	0d 22h 35m	5d 17h 48m	1d 3h 12m	1d 19h 0m
2017	9d 17h 56m	0d 12h 55m	5d 22h 28m	1d 1h 25m	2d 18h 0m
2018	1d 6h 50m	0d 19h 43m	7d 23h 19m	1d 17h 36m	2d 22h 36m
2019	10d 17h 39m	0d 22h 39m	7d 6h 48m	1d 4h 47m	2d 19h 32m
2020	11d 4h 15m	1d 1h 10m	7d 19h 57m	1d 19h 56m	3d 0h 47m
2021	4d 1h 10m	1d 0h 11m	5d 5h 58m	1d 6h 33m	2d 23h 25m

6.2.3 Port performance

In order to compare the ports serving Malawi against international benchmarks, we obtained figures for ports from various continents. In Table 77 it can be seen that South African ports, including Durban, compare fairly well with international standards, but that Mozambican ports tend to have longer delay times. Similarly **Error! Reference source not found.** shows that vessels spend more time in Tanzanian ports than in the most efficient ports in the world.

Table 77: International comparison of port time performance dry bulk carriers 2018 (Review of Maritime Transport, 2021)

Country	Ton per minute loading	Ton per minute discharge	Average waiting to load duration (hours)	Average waiting to discharge duration (hours)
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China	19	23	66	56
USA	14	11	101	50
South Africa	20	9	83	30
Mozambique	15	6	94	123

Table 78: International comparison of time spent in port liquid bulk carriers 2019 (Review of Maritime Transport, 2021)

Country	Median time in port (days)
Germany	0.36
Panama	0.49
Tanzania	3.84

Figure 51 and Figure 52 confirm that Durban is more time efficient than Dar es Salaam and most other African ports.

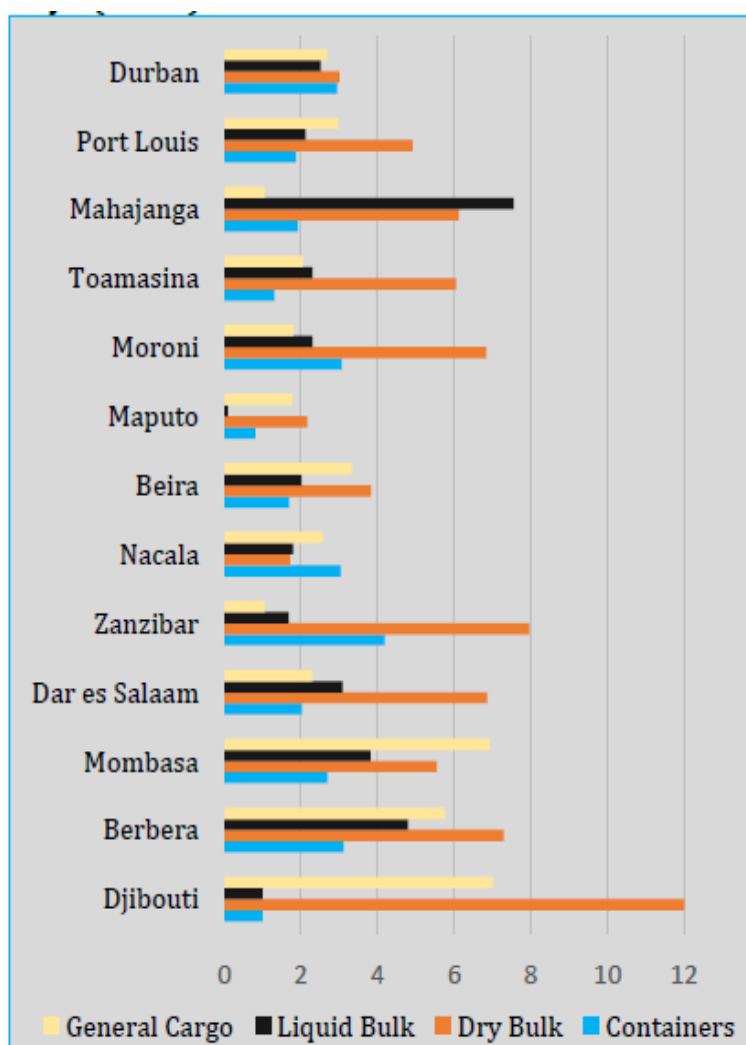


Figure 51: Average Vessel Turnaround Time in days (2016) (Review of Maritime Transport)

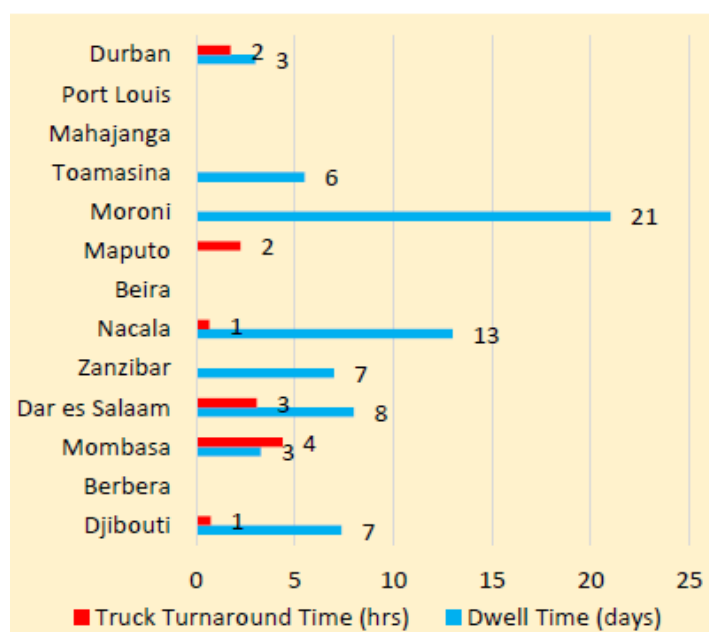


Figure 52: Dwell Time and Truck Turnaround Time for Containers (2016) (Review of Maritime Transport)

6.2.4 Beira Corridor Time Performance

To assess the time performance of the Beira corridor quantitative data was obtained from the port operator Cornelder, freight agents and road transport operators.

6.2.4.1 Beira Port time performance

Data was obtained from Cornelder, the port operator of Beira port. The average container dwell times for the period 2016 – 2021 are displayed in **Error! Reference source not found.** below. Dwell times remained more or less constant over this time period and is not very different for import and export cargo. These dwell times are however much above the global benchmarks of 1 – 2 days.

Table 79: Beira Port Container Dwell Time (days): Annual Comparison

	2016	2019	2020	2021
Export – Local		9.1	10.3	9.1
Export - Transit		11.5	11.4	11.5
Import – Local		8.2	8.1	8.2
Import - Transit		10.3	8.3	10.3
Average	9.9	9.8	9.5	9.8

Source: Cornelder

Results obtained from local freight agents are compared between 2018 and 2021 in

Table 80 below. According to this source delays did reduce slightly over this time period.

Table 80: Beira Corridor: Comparison between 2018 and 2021 based on freight agent feedback

Ave Delays (days)	ARR - CUSTOMS	CUSTOMS IN - OUT	LOAD	LOAD - DEPART	TOTAL PORT	ROAD
2018	3.1	3.2	1.5	2.1	9.9	4.9
2021	3.1	1.75	0.5	1.5	7.8	3

6.2.4.2 Beira Corridor Road time performance

The study was limited to the measurement of time delays from the port to different destinations in the interior for cargo moving along different routes. GPS tracking data was available for a set of 1642 vehicles covering the same date range as the trip records; of the 105,000 trips only about 20,000 however appeared in the GPS tracking data set. This provides a statistically representative data set for most routes that cover the network feeding the port of Beira.

One of the road segments that recorded the slowest speed is the link between the 103/223 Intersection in Mozambique and the M1/M6 Intersection in Malawi that includes the Mwanza/Zobue border post. In this case the long delays and resulting low speeds is the result of waiting at the border. The impact of the border on speed can be observed: if the trucks pass through the border on the date of arrival the speed is between 6 and 20 km/h; once the truck stays over for the night the speed drops to below 5 km/h. This demonstrates how a more detailed investigation of the statistical characteristics of the data can be used to identify the likely causes for the performance levels that are observed in order to guide future efforts towards elimination of bottlenecks. The tables and figures below display results for the Beira-Lilongwe route.

Table 81: 2014 – 2016 Performance measures for the Beira – Lilongwe route

Beira - Lilongwe					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Beira - Dondo	7.4	0.006	0.2%	52.7	1.1
Dondo		0.005	0.1%		7.0
Dondo - Inchope	107.6	0.108	2.8%	41.4	1.5
Inchope		0.105	2.7%		151.0
Inchope - Chimoio	62.2	0.058	1.5%	44.5	1.3
Chimoio		0.056	1.4%		80.0
Chimoio - EN6_102	16.5	0.013	0.3%	51.3	1.2
EN6_102		0.012	0.3%		17.0
EN6_102 - Tete	365.8	0.663	17.0%	23.0	2.6
Tete		0.349	9.0%		502.0
Dedza Moz		0.361	9.3%		519.6
Dedza Malawi		0.770	19.8%		1109.1
Tete - Lilongwe	379.0	1.384	35.6%	11.4	5.3
Total	938.4	3.890	100.0%	10.1	6.0

Lilongwe - Beira					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Beira - Dondo	7.4	0.007	0.2%	46.8	1.3
Dondo		0.099	3.2%		143.0
Dondo - Inchope	107.6	0.099	3.2%	45.1	1.3
Inchope		0.049	1.6%		70.0
Inchope - Chimoio	62.2	0.055	1.8%	47.5	1.3
Chimoio		0.012	0.4%		17.0
Chimoio - EN6_102	16.5	0.014	0.4%	50.7	1.2
EN6_102		0.340	11.0%		490.0
EN6_102 - Tete	365.8	0.694	22.4%	22.0	2.7
Tete		0.089	2.9%		128.0
Dedza Moz		0.430	13.9%		619.3
Dedza Malawi		0.367	11.9%		528.6
Tete - Lilongwe	379.0	0.840	27.1%	18.8	3.2
Total	938.4	3.093	100.0%	12.6	4.7

Table 82: 2018 – 2021 Performance measures for the Beira – Lilongwe route

Beira – Lilongwe				
Sub-Route Description	NumTrips	Distance	Ave (days)	Speed (km/h)
Beira, Dedza / Calomue Border		846	2.51	14.38
Dedza / Calomue Border			1.39	
Dedza / Calomue Border, Lilongwe		92.4	0.21	18.29
Total	1593	938.4	4.11	

Lilongwe - Beira				
Sub-Route Description	NumTrips	Distance	Ave (days)	Speed (km/h)
Lilongwe, Dedza / Calomue Border		92.4	0.24	15.96
Dedza / Calomue Border			0.28	
Dedza / Calomue Border, Beira		846	3.44	10.52
Total	1704	938.4	3.96	

Table 83: Comparison between 2014 – 2016 and 2018 – 2021 Beira – Lilongwe Road trip time

Route	Calendar Time	Travel Time (days)
Lilongwe - Beira	2014 - 2016	3.09
	2018 - 2021	3.96

Beira – Lilongwe	2014 - 2016	3.89
	2018 - 2021	4.11

It would appear that road transport times between Beira and Lilongwe did not change significantly between the periods that we report on, as the differences are within the statistical boundaries of uncertainty, given the size of the available data sets.

6.2.4.3 Beira Corridor Border post time performance

The list of border posts included in the study appears in **Error! Reference source not found.** below with the relevant delay statistics. We separately display the delays for inbound and outbound, as well as for each side of a border and for both sides combined. The parameters that are displayed include the number of observations, the maximum value observed, the average, median and standard deviation. This allows us to study various aspects of cross-border behaviour. As mentioned before one would expect longer delays for inbound consumer goods compared against outbound raw materials. From the results it seem that border time for Outbound cargo was much reduced, but that was not the case for Inbound cargo, where border times increased.

Table 84: Beira corridor Border Post Time Delays Comparison (in hours)

Year	2014 - 2016				2018 - 2021			
Direction	Outbound		Inbound		Outbound		Inbound	
Border post	Ave	Med	Ave	Med	Ave	Med	Ave	Med
Dedza	24.3	19.9	15.3	12	6.8	2.4	33.4	23.4
Mwanza/Zobue	21.8	18.9	5.5	1.4	20.3	3.5	26.8	7.3

6.2.5 Nacala Corridor

The CFM-North network has a main line from Nacala to the Malawi border (Entre-Lagos) via Cuamba (610 km), and a branch from Cuamba to Lichinga (262 km). The railways are managed by the “Corredor do Norte” (CDN) through a long-term concession that incorporates the railway system in Malawi (CEAR), as well as the link to Moatize, the Tete province, and to Chipata, Zambia.

6.2.5.1 Nacala Port time performance

As no time delay information was made available by the Nacala ports authorities, we had to rely on feedback from freight agents. The delay times in Table 85 were extracted from freight agents using the Nacala-Blantyre corridor. For agent 1 the port delays were 8 to 10 days. For agent 2 the median of delays was 14 days but the average around 25 days; this indicates that a minority of consignments experienced very long delays in the port. The rail link on average took longer for agent 1 to complete compared to agent 2 (12 to 17 vs 8 to 9 days). The combined end-to-end delay times were not much different for the two cases: 21 to 28 days for agent 1 vs 26 to 35 days for agent 2. Due to lack of feedback from the port about the duration of individual process steps, it was not possible to determine

what the reasons were that caused such long delays in some case – this should however be a topic for further investigations in a future phase of this project.

The reported data was obtained during 2016, and the results were sent to a number of freight agents in 2021, requiring them to indicate if any of these delays significantly changed since 2016. None of the freight agents reported that there were significant changes to these delay times; we can therefore reasonably accept that the delay times in this table still represents typical delay times on this corridor.

Table 85: End-to-end Performance Results for Nacala Corridor (Van Zyl & Hoffman, 2016)

Inbound to Blantyre	Port				
Agent 1	ARR - CUSTOMS	CUSTOMS IN - OUT	LOAD	LOAD - DEPART	TOTAL PORT
Ave	3.1	3.2	1.5	2.1	9.9
Median	3.0	3.0	1.0	1.0	8.0
StDev	1.4	1.5	0.8	1.5	4.4
Agent 2	ARR - CUSTOMS	CUSTOMS IN - OUT	LOAD	LOAD - DEPART	TOTAL PORT
Ave					25.7
Median					14.0
StDev					29.7

6.2.5.2 Nacala Rail time performance

Rail network delays could not be obtained from the operator CFM for the Nacala link to Blantyre; performance could therefore only be measured for this rail network using feedback from freight agents. The delay times in Table 86 were extracted from freight agents using the Nacala-Blantyre corridor. The initial data was obtained during 2016, and the results were sent to a number of freight agents in 2021, requiring them to indicate if any of these delays significantly changed since 2016. None of the freight agents reported that there were significant changes to these delay times; we can therefore reasonably accept that the delay times in this table still represents typical delay times on this corridor.

Data was received from two freight agents. In the case of agent 1 the recorded time from departure at Nacala till arrival in Blantyre was between 12 and 17 days, depending on whether the median or average is used; for agent 2 the time varied between 8 and 9 days. The overall delay time including both port and railway line varied between 21 and 35 days between Nacala and Blantyre.

Table 86: End-to-end Performance Results for Nacala Rail Corridor (measured in days)

Import Time (days)	2016	2017	2019
Nacala-Blantyre Rail (799 km)	8.00	6.75	2.12
Nacala-Lichinga Rail (795 km)		9.25	1.62

Export Time (days)	2016	2017	2019
Nacala-Blantyre Rail (799 km)	8.00	7.58	2.12
Nacala-Lichinga Rail (795 km)		9.67	1.62

The results for the Nacala rail corridor, including the port, show that goods take 3 to 5 weeks on average to reach their destinations, and in some cases much longer. The available results for the railway line serving the port of Nacala are displayed in Table 86 above. The available data is applicable to Inbound cargo only, and all cargo was destined for Blantyre.

The reasons provided by the freight agents for the long delay times included the availability of too small a number of railway carriages, as well as the fact that there is only one line; this has the effect that the train can only run in one direction at one time, so inbound cargo has to wait for the outbound train to complete its journey before the inbound trip can commence. It is therefore clear that a significant further investment into both civil infrastructure and railway equipment will be required before a substantial improvement will be observed.

6.2.5.3 Nacala Corridor Road Time Performance

Even though limited cargo moves between Nacala and Malawi by road, we did obtain road transport cargo delays for this road corridor, as displayed in **Error! Reference source not found.** below. It would seem that in spite of the limitations of this road network it still consumes less time to move between Nacala and Blantyre by road compared to rail.

Table 87: 2018 – 2021 Road Time Performance measures for the Nacala - Blantyre route

Blantyre - Nacala				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Blantyre, Milange / Muloza Border		96.7	1.84	2.19
Milange / Muloza Border			0.36	
Milange / Muloza Border, Nampula		590	0.81	30.32
Milange / Muloza Border, Nampula, Nacala			0.13	
Nampula, Nacala		194	1.67	4.85
Total	884	880.7	4.81	7.63

Nacala - Blantyre				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Nacala, Nampula	709	194	0.95	8.47
Nacala, Nampula, Milange / Muloza Border	26		0.18	
Nampula, Milange / Muloza Border	28	590	1.10	22.43
Milange / Muloza Border	27		0.59	

Milange / Muloza Border, Blantyre	94	96.7	1.44	2.80
Total		880.7	4.26	8.62

As no similar results could be obtained for the period 2014 – 2016, no comparison was made between the period 2014 – 2016 and 2018 – 2021.

Table 88: Comparison between different sources for Nacala - Blantyre Road trip time

Route	Calendar Time	Source	Travel Time (days)
Blantyre - Nacala	2017	Freight agents	4.71
	2019	Freight agents	2.5
	2019	GPS tracking	4.44
	2018 - 2021	GPS tracking	4.81
Nacala - Blantyre	2017	Freight agents	4.29
	2019	Freight agents	2.5
	2019	GPS tracking	4.12
	2018 – 2021	GPS tracking	4.26

6.2.5.4 Nacala Corridor Border post time performance

The results displayed in **Error! Reference source not found.** shows that the border post delays on this corridor are relatively short compared to the larger border posts like Mwanza, Dedza and Songwe. This is most likely due to the much lower traffic levels that have to be processed at this border post.

Table 89: Nacala corridor Border Post Time Delays Comparison (in hours)

Direction	Ave (days)
Blantyre-Nacala	0.36
Nacala - Blantyre	0.59

6.2.6 Dar es Salaam Corridor

The Dar es Salaam corridor runs from the Port of Dar Es Salaam through Tanzania towards the landlocked regions of Malawi, Zambia and the Eastern DRC. For the purpose of this study, we focussed only on the section of this corridor running through the Songwe border post to Lilongwe and then onwards to Blantyre. Given that this corridor is much longer compared to the Beira and Nacala corridors, it is mainly used for specialized cargo like fuel for which the necessary facilities are not available at the Mozambican ports.

6.2.6.1 Dar es Salaam Port time performance

Information about the time performance of the Port of Dar es Salaam was obtained from the Central Corridor Transport Observatory, as this corridor is also served by the same port. Table 90, **Error! Reference source not found.** and **Error! Reference source not found.** display various aspects of port

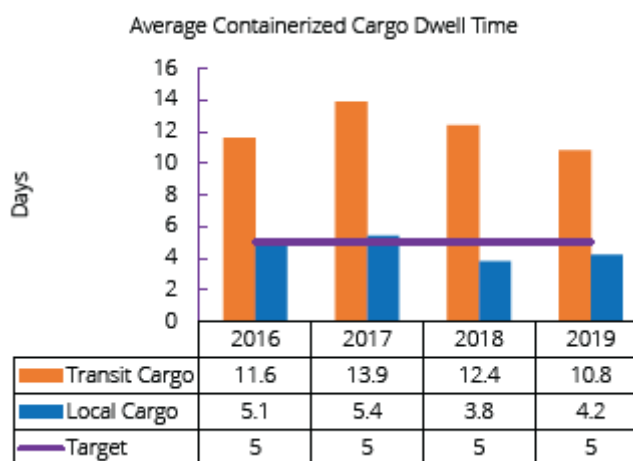
time performance. Vessel berth time consumes 3 to 4 days, which in the case of this port is influenced by berth availability as well as tides, as large ships can only enter the port during high tide.

Table 90: Vessel waiting and berthing time in hours at the port of Dar es Salaam in 2019

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Average
Waiting time	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	127.2	4.8	0.0	0.0	11.0
Berthing time	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	7.2	2.4	2.4	2.8
Berth time	67.2	64.8	69.6	69.6	76.8	69.6	62.4	74.4	76.8	69.6	76.8	84.0	71.8
Turnaround time	69.6	67.2	72.0	72.0	79.2	72.0	64.8	76.8	206.4	81.6	79.2	86.4	85.6

Container dwell time in the port, which includes discharge time, time for X-ray scanning, completion of documentary processes and time for containers to be collected, is around 5 days for local cargo and 10 – 14 days for transit cargo. In principle transit cargo should be processed faster than local cargo, as it is not subjected to the same level of customs inspections. Dar es Salaam port however does not allow foreign freight agents, responsible for transit cargo, to directly link to the port IT system to download invoices and make payment, forcing them to work through local intermediaries, which add several days to dwell time.

Table 91: Container dwell time in days at the port of Dar es Salaam in 2016 - 2019



Customs clearance of cargo varies between 2 and 4 days and has not changed significantly in recent years. While these averages seem reasonable, it can be much higher for cargo that is subjected to physical cargo inspections, which may increase the time to 2 weeks or more. Much of the average clearance time is taken up by the requirement for all containers to be X-ray scanned before it may leave the port of ICD where containers are stored before moving on after being cleared by customs.

Table 92: Cargo clearance time in hours at the port of Dar es Salaam in 2016 - 2019

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
2015	51.2	52.9	50.5	50.2	51.6	51.2	51.1	50.8	50.3	50.1	49.7	49.6	50.8
2016	55.1	52.4	48.5	51.0	53.5	55.9	57.6	59.6	62.5	65.3	66.7	67.9	56.0
2017	65.6	67.2	68.8	64.9	65.1	64.0	63.3	62.6	62.6	63.7	63.3	64.4	64.6
2018	87.0	86.7	84.3	83.1	81.0	81.9	81.4	82.7	83.2	82.0	81.3	80.1	83.1
2019	64.7	64.8	63.0	62.3	62.8	63.3	63.4	63.9	64.7	65.2	65.3	65.5	64.1

Error! Reference source not found. displays the total time delay through the port, while **Error! Reference source not found.** displays the median and average of time delays for port and customs processes, measured across all regimes and clearance plans. Customs processes dominate time delays for Import cargo, with time delays fairly evenly spread across different Customs processes, and with a high fraction of inspections. This is, however, not without good reason, as about a third of inspected consignments are amended.

The entire ports process (from arrival of vessel to payment of port invoice) typically consumes 8 days, while the entire Customs process (from submission of declaration to release of cargo) typically consumes 10 days. For declarations that are amended, inspected and/or rejected, the Customs clearance time increases to between 14 to 19 days. Based on feedback that was obtained from 2 freight agents, some of the customs processes seem to have been streamlined since 2016.

Table 93: Total Time in Port (imported containers, average days)

Source	Terminal	Period	Process		Total (P)
			Arrival to Discharge (H)	Discharge to Truck-out (S)	
TRA/TICTS*	TPA & TICTS	Apr '14 – Mar '16	3.8	15.0	18.8
TRA/TICTS	TPA & TICTS	Apr '14 – Mar '16	3.8	15.3	19.2
HPC Fig 165	TPA & TICTS	2016	3.0	11.3	14.3
HPC Table 90/91	TPA	Oct & Nov'16		7.5	
HPC Table 90/91	TICTS	Oct & Nov'16		10.6	
TICTS	TPA & TICTS	Sep '17 – Jul '18	2.2	13.2	15.4

Source: Compiled from various sources by Consultant team

Note: Discharge to Truck-out is referred to as “storage” in this report and as “cargo dwell time” in the HPC report

TPA: Tanzania Ports Authority

TRA: Tanzania Revenue Authority

TICTS: Tanzania Intermodal Container Terminal

Table 94: Comparison of end-to-end trip time Dar es Salaam to Lilongwe based on freight agent feedback: 2018 vs 2021

	Start	Finish	Time Delays (days)		
			2018	2021	
				Agent 1	Agent 2
Port	Actual Arrival of Vessel	Payment of Port Invoice	8.5	3	8.5
	Actual Arrival of Vessel	Cargo Discharged	3.3	10	3.3
	Cargo Discharged	Port Invoice Delivered	3.7	3	3.7
	Port Invoice Delivered	Payment of Port Invoice	1.5	1	1.5
Customs	Declaration Received	Declaration Verified	5.2	1	0.3
	Declaration Verified	Declaration Assessed	5.5	1	0.3
	Declaration Assessed	Cargo Inspected	14.9	1	0.3
	Declaration Assessed	Duties Paid	10.2	1	usually paid before inspection
	Duties Paid	Cargo Released	6.1	1	0.8 - 15days
Road	Truck into Port	Truck Out of Port	0.2	1	0.2

6.2.6.2 Dar es Salaam Corridor Road time performance

Trip time data was sourced from the CPMS/TMS system for two sequential time periods. The data is made up of geo-location records as recorded from trucks equipped with GPS receiver/transponders. The first period covers a full year period from February 2017 to January 2018, while the second period runs from 2018 to 2021. Results are presented for an “efficient typical” trip, which is the median time of an end-to-end trip with no diversion along the way.

The tables below display the road trip time between Dar es Salaam and Lilongwe broken down to the level of road segments and waypoints. In Table 95 ICDs (1) refers to a group of intermodal container depots closer to the port, while ICDs (2) refers to a group of intermodal container depots further from the port. Any specific container will however be routed through maximum one ICD. The total travel time is around 8 days, including time spent at the port. It can be seen that the port, the Dar es Salaam ICDs and the border post consumes a significant fraction of the total time delay (about 2 days), while the Songwe border consumes about 1 day. Comparison between the 2 time periods shows that road travel time did not change much between 2018 and 2021.

Table 95: 2017 Dar es Salaam – Lilongwe Road trip time per segment and waypoint

Dar es Salaam - Lilongwe					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Dar Port		0.285	3.4%		
Dar Port Waiting Zone		0.062	0.7%		
Dar ICDs (1)	5	1.408	16.9%	0.1	405.5
Dar ICDs (2)	10	1.982	23.8%	0.2	285.5
Rest of Dar	10	0.093	1.1%	4.5	13.3
Rest of Dar - Misugusugu PS	45.5	0.058	0.7%	32.5	1.8
Misugusugu PS		0.117	1.4%		
Misugusugu PS - Vigwaza WB	19.3	0.054	0.7%	14.8	4.1
Vigwaza WB		0.031	0.4%		
Vigwaza WB - Mikese WB	89.6	0.126	1.5%	29.6	2.0
Mikese WB		0.014	0.2%		
Mikese WB - Morogoro	33.4	0.031	0.4%	45.3	1.3
Morogoro		0.113	1.4%		
Morogoro - Mikumi WB	117	0.134	1.6%	36.4	1.6
Mikumi WB		0.064	0.8%		
Mikumi WB - Iringa	189	0.415	5.0%	19.0	3.2
Iringa		0.068	0.8%		
Iringa - Wenda Weigh Bridge	24	0.021	0.3%	47.2	1.3
Wenda Weigh Bridge		0.008	0.1%		
Wenda Weigh Bridge - Makambako WB	141	0.273	3.3%	21.5	2.8
Makambako WB		0.183	2.2%		
Makambako WB - Uyole WB	164	0.408	4.9%	16.7	3.6
Uyole WB		0.029	0.3%		
Uyole WB - Kasumulu/Songwe Border	103	0.156	1.9%	27.5	2.2
Kasumulu/Songwe Border		0.884	10.6%		
Kasumulu/Songwe Border - Mzuzu	268	0.622	7.5%	18.0	3.3
Mzuzu		0.237	2.8%		
Mzuzu - Kasungu	232	0.253	3.0%	38.2	1.6
Kasungu		0.033	0.4%		
Kasungu - Lilongwe	125	0.161	1.9%	32.4	1.9
Total	1575.8	8.324	100.0%	7.9	7.6

Lilongwe -Dar es Salaam					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Lilongwe - Kasungu	125.0	0.137	1.8%		
Kasungu		0.123	1.6%		
Kasungu - Mzuzu	232	0.214	2.9%	45.2	1.3
Mzuzu		0.444	6.0%	0.0	
Mzuzu - Kasumulu/Songwe Border	268	0.535	7.2%	20.9	2.9
Kasumulu/Songwe Border		0.232	3.1%	0.0	
Kasumulu/Songwe Border - Uyole WB	103	0.141	1.9%	30.4	2.0
Uyole WB		0.023	0.3%		
Uyole WB - Makambako WB	164	0.289	3.9%	23.6	2.5
Makambako WB		0.141	1.9%		
Makambako WB - Wenda Weigh Bridge	141	0.267	3.6%	22.0	2.7
Wenda Weigh Bridge		0.015	0.2%		
Wenda Weigh Bridge - Iringa	24	0.017	0.2%	57.8	1.0
Iringa		0.056	0.8%		
Iringa - Mikumi WB	189	0.276	3.7%	28.5	2.1
Mikumi WB		0.080	1.1%		
Mikumi WB - Morogoro	117	0.138	1.8%	35.4	1.7
Morogoro		0.182	2.4%		
Morogoro - Mikese WB	33.4	0.028	0.4%	50.1	1.2
Mikese WB		0.011	0.1%		
Mikese WB - Vigwaza WB	89.6	0.101	1.4%	37.0	1.6
Vigwaza WB		0.015	0.2%		
Vigwaza WB - Misugusugu PS	19.3	0.047	0.6%	17.2	3.5
Misugusugu PS		0.052	0.7%		
Misugusugu PS - Rest of Dar	45.5	0.052	0.7%	36.6	1.6
Rest of Dar	10	0.093	1.2%	4.5	13.3
Dar ICDs (2)	10	1.982	26.6%	0.2	285.5
Dar ICDs (1)	5	1.408	18.9%	0.1	405.5
Dar Port Waiting Zone		0.062	0.8%		
Dar Port		0.285	3.8%		
Total	1575.8	7.446	100.0%	8.8	6.8

Table 96: 2018 - 2021 Dar es Salaam – Lilongwe Road trip time per segment and waypoint

Dar es Salaam – Blantyre				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Dar es Salaam Port	47001		2.16	
Dar es Salaam, Morogoro	29037	187	0.53	14.63
Morogoro	13934		0.12	
Morogoro, Iringa	15364	305	0.71	17.87
Iringa	583		0.04	
Iringa, Kasumulu / Songwe Border	676	420	1.21	14.52
Kasumulu / Songwe Border	1167		1.01	
Kasumulu / Songwe Border, Mzuzu	691	265	0.97	11.39
Mzuzu	179		0.11	
Mzuzu, Blantyre	221	671	1.14	24.63
Total Road	61852	1848	5.84	13.19
Total Port and Road			8.0	

Blantyre - Dar es Salaam				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Blantyre, Mzuzu	170	671	1.39	20.05
Mzuzu	120		0.18	
Mzuzu, Kasumulu / Songwe Border	693	265	0.69	15.89
Kasumulu / Songwe Border	730		1.07	
Kasumulu / Songwe Border, Iringa	403	420	1.29	13.58
Iringa	318		0.05	
Iringa, Morogoro	15416	305	0.56	22.83
Morogoro	15347		0.29	
Morogoro, Dar es Salaam	30610	187	0.47	16.75
Dar es Salaam Port	47001		2.16	
Total	63807	1848	6.00	12.84
Total Port and Road			8.16	

Table 97: 2018 - 2021 Dar es Salaam – Lilongwe Road trip time per segment and waypoint

Dar es Salaam – Lilongwe				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Dar es Salaam Port	47001		2.16	
Dar es Salaam, Morogoro	29037	187	0.53	14.63

Dar es Salaam – Lilongwe				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Morogoro	13934		0.12	
Morogoro, Iringa	15364	305	0.71	17.87
Iringa	583		0.04	
Iringa, Kasumulu / Songwe Border	676	420	1.21	14.52
Kasumulu / Songwe Border	1167		1.01	
Kasumulu / Songwe Border, Mzuzu	691	265	0.97	11.39
Mzuzu	392		0.34	
Mzuzu, Kasungu	1873	232	0.37	25.84
Kasungu	1870		0.04	
Kasungu, Lilongwe	3666	124	0.20	26.03
Total Road	69253	1533	5.54	11.53
Total Port and Road			7.70	

Lilongwe - Dar es Salaam				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Lilongwe, Kasungu	3716	124	0.26	19.83
Kasungu	1935		0.04	
Kasungu, Mzuzu	1928	232	0.32	30.28
Mzuzu	432		0.17	
Mzuzu, Kasumulu / Songwe Border	693	265	0.69	15.89
Kasumulu / Songwe Border	730		1.07	
Kasumulu / Songwe Border, Iringa	403	420	1.29	13.58
Iringa	318		0.05	
Iringa, Morogoro	15416	305	0.56	22.83
Morogoro	15347		0.29	
Morogoro, Dar es Salaam	30610	187	0.47	16.75
Dar es Salaam Port	47001		2.16	
Total Road	71528	1533	5.21	12.25
Total Port and Road			7.37	

Table 98: Comparison between 2014 – 2016 and 2018 – 2021 Dar es Salaam – Lilongwe Road trip time

Route	Calendar Time	Travel Time (days)
Lilongwe - Dar es Salaam	2014 - 2016	8.8
	2018 - 2021	7.37
Dar es Salaam – Lilongwe	2014 - 2016	7.9
	2018 - 2021	7.70

6.2.6.3 Dar es Salaam Corridor Border post time performance

Time delay for the Kasumulu/Songwe Border appears in the table below. It can be seen that for inbound cargo the border post consumes 10.6% of total trip time, while for outbound cargo this is only 3.1%. This confirms the general observation that customs spend much more time on the inspection of import goods compared to export goods.

Table 99: Kasumulu / Songwe Border Post Time Delays Comparison (in hours)

2014 - 2016				2018 - 2021			
Outbound		Inbound		Outbound		Inbound	
Ave	Med	Ave	Med	Ave	Med	Ave	Med
5.6		21.2		4.3	3.4	24.3	6.5

6.2.7 NSC/Durban Corridor

The North-South corridor starts at the port of Durban and serves a number of land-locked countries, including Zimbabwe, Zambia and Malawi. This study only focused on the section of the corridor that runs through Beitbridge border post into Zimbabwe and then through Nyampanda Border post to Malawian destinations.

6.2.7.1 NSC/Durban Corridor Port time performance

As in the case of the ports of Beira and Dar es Salaam, total port delays are caused by a combination of port and customs operations. **Error! Reference source not found.** displays container dwell time and truck turnaround time for the period 2016 – 2020. For imports dwell time fluctuated between 2 and 3 days, while for exports it varied between 5 and 6 days. This is higher than international benchmarks but still superior to container dwell times in the other ports serving Malawi. Truck turnaround times are around 1 hour, but this does not take into account the time spent by trucks queuing in front of the port gate.

Table 100: Durban Container Terminal Time Performance

Container dwell time (days)	2016	2017	2018	2019	2020
Pier 1					
Import	2.18	2.7	3.1	2.9	3.2

Container dwell time (days)	2016	2017	2018	2019	2020
Exports	4.73	4.7	5.3	5.0	5.5
Transshipment	5.32	5.4	6.6	5.6	6.2
Pier 2					
Import	1.75	2.2	2.5	2.3	2.9
Exports	5.0	5.95	6.1	5.9	6.0
Transshipment	5.46		7.8	6.7	7.4
Truck turnaround time (hours)					
Pier 1	0.61	0.61	0.6	0.69	0.81
Pier 2	0.67	1.3	1.2	1.16	1.7

Error! Reference source not found. below displays customs delays through the port of Durban for goods destined for three land-locked countries using this corridor, including Malawi. It can be seen that goods destined for destinations outside of South African takes longer to be processed. It is also clear that consignments for which an infraction is found take much longer to be cleared than other cargo. **Error! Reference source not found.** displays similar information for different cargo types; it can be seen that some cargo types on average have longer clearing times than others.

Table 101: Customs Time Delays at Port of Durban (in hours)

Customs Office	Num Obs	Ave Duration	Num Infractions	Frac Infractions
All destinations	38453	18.6	278	0.72%
To Malawi	293	26.6	1	0.34%
To Zimbabwe	5820	57.9	15	0.26%
To Zambia	3485	86.3	14	0.40%

Table 102: Customs Time Delays at Port of Durban per Cargo Type (in hours)

Statistics for all consignments for HSCode over total time period	Mixed	Animal	Vegetable	Food	Mineral	Chemical	Plastic	Hide
Number of Submissions	36433	4699	19306	4659	3831	23983	20238	2372
Average Duration	18.7	7.6	4.1	19.2	14.1	12.0	13.8	10.8
Number of Infractions	376	16	19	38	15	97	135	9
Average Duration for Infractions	345.1	198.6	103.3	272.7	242.4	316.6	333.0	368.4
Infractions as Fraction of Total	1.0%	0.3%	0.1%	0.8%	0.4%	0.4%	0.7%	0.4%
Duration of Infractions as Fraction of Total Duration	19.0%	8.9%	2.5%	11.6%	6.7%	10.7%	16.1%	12.9%

6.2.7.2 NSC/Durban Corridor Road time performance

Road time performance was measured over two distinct time periods. For the first period GPS tracking data was available for a set of more than 2,000 vehicles covering a date range from 2014 to 2017; in total approximately 30,000 trips appeared in the GPS tracking data set. For the second period about 60,000 trips were analysed over the period 2018 - 2021.

Error! Reference source not found. provides a detailed description of time delays along road segments and for waypoints along the route from Durban to Lilongwe for the period 2014 - 2017. It can be seen that both urban centres through which trucks move, as well as border posts, represent a significant fraction of total time delays.

Table 103: 2014 – 2017 Durban – Lilongwe Road trip time per segment and waypoint

Durban - Lilongwe					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Durban		0.104	1.2%		
Durban - Pietermaritzburg	77.9	0.239	2.8%	13.6	4.4
Pietermaritzburg - MooiRivier	64.1	0.048	0.6%	55.5	1.1
MooiRivier - Harrismith	197.7	0.109	1.3%	75.8	0.8
Harrismith - Johannesburg	277.3	0.398	4.6%	29.0	2.1
Johannesburg		0.197	2.3%		
Johannesburg - Pretoria	65.5	0.196	2.3%	13.9	4.3
Pretoria - Polokwane	260	0.159	1.8%	68.2	0.9
Polokwane - BeitBridge	217	0.193	2.2%	46.8	1.3
BeitBridge_SA		0.107	1.2%		
BeitBridge_Zim		0.776	9.0%		
BeitBridge - Bulawayo	324	0.281	3.3%	48.1	1.2
Bulawayo		0.947	11.0%		
Bulawayo - Harare	439	0.613	7.1%	29.8	2.0
Harare		0.125	1.4%		
Harare - Nyampanda	236	0.219	2.5%	45.0	1.3
Nyampanda_Zim		0.432	5.0%		
Nyampanda_Moz		0.202	2.3%		
Nyampanda - Tete	146	0.130	1.5%	46.8	1.3
Tete - Zobue	121	0.225	2.6%	22.4	2.7
Zobue_Moz		0.540	6.3%		
Zobue_Mal		0.271	3.1%		
Zobue - Blantyre	110	0.115	1.3%	39.7	1.5
Blantyre		0.811	9.4%		
Blantyre - Lilongwe	312	1.199	13.9%	10.8	5.5
Total	2847.5	8.635	100.0%	13.7	4.4

Lilongwe -Durban					
Segment/Waypoint	Length (km)	Travel Time (days)	% of Time	Travel Speed (km/h)	Time per km (min/km)
Lilongwe - Blantyre	312.0	1.248	14.5%	10.4	5.8
Blantyre		0.811	9.4%		
Blantyre - Zobue	110	0.119	1.4%	38.4	1.6
Zobue_Mal		0.271	3.1%		
Zobue_Moz		0.540	6.3%		
Zobue - Tete	121	0.184	2.1%	27.4	2.2
Tete - Nyampanda	146	0.139	1.6%	43.9	1.4
Nyampanda_Moz		0.202	2.4%		
Nyampanda_Zim		0.432	5.0%		
Nyampanda - Harare	236	0.190	2.2%	51.7	1.2
Harare		0.125	1.5%		
Harare - Bulawayo	439	0.641	7.4%	28.5	2.1
Bulawayo		0.947	11.0%		
Bulawayo - BeitBridge	324	0.348	4.0%	38.8	1.5
BeitBridge_Zim		0.776	9.0%		
BeitBridge_Sa		0.107	1.2%		
BeitBridge - Polokwane	217	0.176	2.0%	51.5	1.2
Polokwane - Pretoria	260	0.174	2.0%	62.4	1.0
Pretoria - Johannesburg	65.5	0.157	1.8%	17.3	3.5
Johannesburg		0.197	2.3%		
Johannesburg - Harrismith	277.3	0.329	3.8%	35.1	1.7
Harrismith - MooiRivier	197.7	0.116	1.3%	71.3	0.8
MooiRivier - Pietermaritzburg	64.1	0.043	0.5%	61.4	1.0
Pietermaritzburg - Durban	77.9	0.231	2.7%	14.1	4.3
Durban		0.104	1.2%		
Total	2847.5	8.606	100.0%	13.8	4.4

Table 104: 2018 – 2021 Durban – Lilongwe Road trip time per segment and waypoint

Durban – Lilongwe				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Durban	443789		0.71	
Durban, Gauteng	158385	555	0.89	26.05
Gauteng	35582		1.23	
Gauteng, Polokwane	154983	325	0.24	55.58
Polokwane	52620		0.09	
Polokwane, Beitbridge Border	66741	215	0.36	24.97
Beitbridge Border	33198		2.05	

Durban – Lilongwe				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Beitbridge Border, Masvingo	36035	290	0.32	37.90
Masvingo	34291		0.05	
Masvingo, Harare	36600	295	0.35	35.31
Harare	3630		0.31	
Harare, Nyampanda / Cuchamano Border	3895	236	0.22	43.95
Nyampanda / Cuchamano Border	1102		0.13	
Nyampanda / Cuchamano Border, Dedza / Calomue Border	940	489	0.39	51.58
Dedza / Calomue Border	1245		0.19	
Dedza / Calomue Border, Lilongwe	1511	92.4	0.21	18.29
Total Road	620758		7.05	0.00
Total Road and Port			7.76	

Lilongwe - Durban				
Sub-Route Description	Num Trips	Distance	Ave (days)	Speed (km/h)
Lilongwe, Dedza / Calomue Border	1650	92.4	0.24	15.96
Dedza / Calomue Border	1049		0.20	
Dedza / Calomue Border, Nyampanda / Cuchamano Border	1056	489	0.37	55.48
Nyampanda / Cuchamano Border	1137		0.15	
Nyampanda / Cuchamano Border, Harare	3886	236	0.23	42.69
Harare	4074		0.40	
Harare, Masvingo	41807	295	0.33	37.17
Masvingo	39290		0.05	
Masvingo, Beitbridge Border	40276	290	0.33	36.37
Beitbridge Border	35917		0.79	
Beitbridge Border, Polokwane	67979	215	0.36	24.96
Polokwane	57810		0.07	
Polokwane, Gauteng	158190	325	0.24	55.85
Gauteng	37695		1.18	
Gauteng, Durban	161549	555	0.87	26.61
Durban	443789		0.71	
Total	653365	2497.4	5.81	17.93
Total Road and Port			6.52	

In **Error! Reference source not found.** we compare travel times between Durban and Lilongwe for the two measurement periods. The differences that are observed can to some extent be attributed to the fact that for the 2014-2017 results that route from Beitbridge to Harare went through Bulawayo rather than Masvingo, and that the Zobue border post was used rather than the Dedza border. For the same

route over the period 2018-2021 the travel time was about one day longer. It would thus appear that for the Durban-Lilongwe route the travel did significantly reduce over the past 4 years.

Table 105: Comparison between 2014 – 2017 and 2018 – 2021 Durban – Lilongwe Road trip time

Route	Calendar Time	Travel Time (days)
Lilongwe -Durban	2014 - 2016	13.8
	2018 - 2021	6.52
Durban – Lilongwe	2014 - 2016	13.7
	2018 - 2021	7.76

6.2.7.3 NSC/Durban Corridor Border post time performance

The list of border posts included forming part of this corridor appears in **Error! Reference source not found.** below with the relevant delay statistics. We separately display the delays for inbound and outbound, as well as for each side of a border. The parameters that are displayed include the number of observations, the maximum value observed, the average, median and standard deviation. This allows us to study various aspects of cross-border behaviour. As with other borders we observe that Inbound delays are in general longer than Outbound delays. In the case of Beitbridge it would appear that delay times were reduced from the first period to the second for inbound traffic but increased for outbound traffic, where the results were mixed for the other borders.

Table 106: Durban corridor Border Post Time Delays Comparison (in hours)

	2014 - 2017				2018 - 2021			
	Outbound		Inbound		Outbound		Inbound	
	Ave	Med	Ave	Med	Ave	Med	Ave	Med
Dedza	15.3	12	24.3	19.9	6.8	2.4	33.4	23.4
Nyampanda	14.6	3.9	15.4	2.2	4.1	1.9	5.7	1.8
Beitbridge	4.8	2.2	82.8	8.9	18.9	13.1	49.3	40.3

6.3 Cost performance of corridor components

6.3.1 Transport Cost by Corridor

Costs are based on tariffs, which are fees charges for the service rendered. It is usually expected that the tariff will have some relation to the costs, but this does not have to be so. Sometimes tariffs are published (publicly available), and sometimes as declared by a service provider in competition with others. The cost profile for each corridor servicing Malawi covers port, transport and border post costs, to obtain total costs. The focus of this assignment is on charges for transit containers.

To ensure comparability, a Twenty-Foot Equivalent Unit (TEU) Container will be used, across each of the corridors serving the Malawian market.

Finally, to provide a pre and post-Covid perspective of transport costs on each of the corridors servicing the Malawian market the initial focus was to compile, from secondary sources of data, a snapshot from 2018 and then update the cost profiles for 2021 via interviews with transporters, freight forwarders, shipping lines and port terminal operators.

6.3.1.1 Port Charges

The port charges are made up of two categories, i.e. those charged to shipping liners and which are related to the vessel, and those charged to the shipper/consignee and which are levied per type and size of consignment. These charges are published in the following tariff books for liner and terminal charges, respectively, as follows:

Liner Charges

- Tanzania Ports Authority (TPA) Tariff Book of Port Dues and Charges for Dar es Salaam port;
- Caminhos Ferro do Mozambique (CFM) Ports Tariff Book for Beira and Nacala ports; and,
- Transnet National Port Authority (TNDT) Port Tariffs for the Durban port.

Terminal Charges

- Tanzania International Container Terminals (TICTS) Dar es Salaam Container Terminal Tariff Book;
- Portos do Norte (PN) Mozambique Nacala Tariff Book on Port Dues and Charges;
- Cornelder Mozambique (CdM) Beira Tariff Book on Port Dues and Charges; and,
- Transnet Port Terminals (TPT) Tariff Book.

The key differentiators in the consignment charges are whether:

- Import or export (export charges are typically lower);
- TEU or FEU (charges for TEUs are typically lower); and,
- Terminal (charges vary between terminals).

Port charges can be viewed as fixed, i.e. base costs that apply to all TEUs and or as variable, i.e. costs that accrue because of a range of optional services that may be used depending on the specific

configuration (e.g. heavy loads that require the use of specialised equipment), requirements (e.g. transshipment cargo that has to be moved within or between terminals) and/or problems (e.g. documentation issues requiring additional storage time). Given the many possible charges that a TEU could attract only the base fixed cost of liner and terminal charges are used in the build-up of port costs.

Table 107 the fixed cost items charged by each of the four ports that service the Malawi market.

Table 107: Port Cost Build-Up (USD/TEU)

Item	Beira	Dar es Salaam ⁸	Durban ⁹	Nacala
Liner Charges				
Entrance Fee	X			X
Navigation Dues	X	X		X
Wharfage	X	X	X	X
Port Dues	X	X	X	X
Pilotage	X	X	X	X
Tug Services	X	X	X	X
Mooring Services	X	X		X
Consignment Services				
Stevedoring Charges	X	X		X
Shorehandling Charges	X	X		X
Terminal Handling Charges	X	X	X	X
Non-Intrusive Inspection	X	X		X
Other (e.g. MCNET Network Charges)	X			X

Source: Port Authorities and Operators

6.3.1.2 Liner Charges

The respective Tariff Books of the port owners for Beira, Dar es Salaam, Durban and Nacala ports lists the various charges applicable to shipping liners. The main differentiators used to calculate liner charges are the vessel's gross registered tonnage (GRT) and the period (duration) of specific services. Then there are a whole host of supplies, services, staff, equipment, licences and miscellaneous services as required by an individual vessel for its own purposes. Many of these charges apply to a vessel in-port in a blended manner, i.e. without distinguishing arriving (importing) and departing (exporting) charges.

⁸ TPA has a dockage & buoyage charge, which incorporates stevedoring and movement of vessels charges under liner charges, with wharfage inserted in under consignment charges and levied on a per container basis.

⁹ TNPT category for entrance fees and navigational charges are covered by vessel tracking services (VTS) charges and wharfage by berthing charges.

The challenge in interpreting these charges is to convert what are vessel-level charges into consignment-level charges (charge per vessel converted to charge per container). This can only be done accurately if both the vessel characteristics as well as its load characteristics are known. The implication is that statistics on vessel charges versus loads would have to be obtained together, either from the issuer of the invoice (Port Operator) or the receiver (Shipping Liners).

Port Operators are usually not in a position to provide such data, so an average GRT is used for vessel size and the average Berthing Time (or equivalent factor) have been used. The data does not distinguish between TEUs and FEUs, or between transit versus non-transit containers.

Table 108 summarises the results for each of the four ports under review. The reliability measure is marked “low” (red) because the spectrum of potential charges per container can vary significantly.

Table 108: Liner Charges (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira	22	25	22	25	
Dar es Salaam	21	21	21	21	
Durban	24	24	24	24	
Nacala	31	29	31	29	

Source: Port Authorities and Terminal Operators

6.3.1.3 Consignment Charges

Consignment charges are charged to the shipper (consignee) for services related to the shipper’s consignment. Furthermore, some delay charges apply the longer the container remains in the port (especially in the case of imports). The consignment weight also makes a minor contribution to consignment charges.

The main items falling under consignment charges include the following:

- Wharfage is the charge raised on all cargo passing over the quays, wharves, jetties and buoys belonging to the port authority;
- Shorehandling includes the loading and unloading of road vehicles or railway wagons, with terminal typically not distinguishing between the charges for imports and exports;
- Customs Inspection (scanning) includes the single inspection of all containers and no distinction is made between imported and exported transit containers; and,

- Heavy-lift handling charges are levied in the Dar es Salaam port and is applied to any consignment above 5 dead-weight tonnes, with the charge divided up into four weight increment^{s10}.

Table 109 summarises the results for each of the four ports under review. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container can vary depending on the services that consignors use and there are also differences in prices between terminals within a single port (e.g. TPA and TICTS terminals at Dar es Salaam).

Table 109: Consignment Charges (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira	337	337	287	293	
Dar es Salaam	414	414	214	214	
Durban	342	271	211	170	
Nacala	410	334	410	340	

Source: Port Authorities and Terminal Operators

6.3.1.4 Customs Charges

Table 110 summarises the various customs charges imposed on the movement of imports and exports through each of the four ports under review. The reliability measure is marked “high” (green) because these costs are known and can be dimensioned.

Table 110: Customs Charges (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira	155	195	105	145	
Dar es Salaam	160	160	160	160	
Durban	258	258	200	170	
Nacala	154	194	145	145	

Source: Port Authorities and Terminal Operators

Table 111 summarises the results for all known fixed costs for each of the four ports under review. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with liner charges open to significant and consignment charges to limited variation.

¹⁰ A typical container weights fall in the 20 to 40 t weight category, so it is expected that there will be three lifts, i.e. at the quay, for customs inspection and to load the departing (or off-load the arriving) vehicle.

Table 111: Liner and Consignment Charges (USD/TEU)

Corridor	Imports		Exports		Reliability
	2018	2021	2018	2021	
Beira	514	557	414	463	
Dar es Salaam	595	595	395	395	
Durban	624	553	435	394	
Nacala	595	595	557	514	

Source: Port Authorities and Terminal Operators

6.3.2 Road Trip Charges (Tariffs)

From Table 112 a road trip is a one-way movement between two nodes. A node is either an origin or destination point. A link connects two waypoints. A waypoint is a transport hold-point, notably a port, border post, weighbridge, inland container depot, police post, rail station and so forth and is always associated with a place. The corridor road trip charges for this assignment are made of the following components, a road (or rail) link, border post nodes and road (or rail) nodes.

Table 112 summarises the allocation of road trip costs to transporters, freight forwarder and consignor/shipper for each category of cost.

Table 112: Allocation of Costs to Responsible Parties

Category	Examples	Included in Transporter's Rate	Included in Freight Forwarder's Fee	Charged to Consignor/ Shipper
Freight forwarding	Cargo booking, documentation, consolidation and so forth.		X	
Transporter operating cost	Vehicle, fuel, driver, insurance, licence, fuel levy and so forth.	X		
Freight insurance		X		
Toll fees (en route)		X		
Weighbridge penalties		X		
In-bond charge	Cost of national bond or COMESA regional bond (where it applies)		X	

Category	Examples	Included in Transporter's Rate	Included in Freight Forwarder's Fee	Charged to Consignor/ Shipper
ECTS (Customs cargo tracking) fee		X		
Border and transit transport costs	Transit permit, border crossing fee, road taxes/charges, transit sticker and so forth.	X		
Customs clearing and forwarding agent fees (at land border)				X
Import duties & taxes				X
Other border charges	Parking fees, fumigation charges, phytosanitary charge, visa fees, work permits, carbon tax and so forth.	X		
Container demurrage charge		X (or charged to whoever was at fault)		
En route informal payments (bribes)		X		

Source: Interviews Freight Forwarders and Transporters

Table 113 the items included in the build-up of costs for road transport in Malawi (MAL), Mozambique (MOZ), South Africa (RSA), Tanzania (TAN) and Zimbabwe (ZIM), which are the countries along the Beira, Dar es Salaam, Durban and Nacala Corridors that service the Malawian market. Each cost item has been built up for both 2018 and 2021, which were derived from interviews with freight-forwarders and transporters based in Malawi as follows.

Table 113: Road Transport Cost Build-Up (USD/TEU)

ROAD TRANSPORT	MAL	MOZ	RSA	TAN	ZIM
ROAD LINK					
Transporters Charges	X	X	X	X	X
Freight Forwarders Charges	X	X	X	X	X
BORDER POST NOTE					
Border Gate Pass					X
Border Access Fee					X

ROAD TRANSPORT	MAL	MOZ	RSA	TAN	ZIM
Customs Sealing Fee		X			
Customs Inspection Fee					X
Temporary Import Permit		X		X	X
Permits (DoA, EMA, RIT etc)		X		X	X
Insurance (Minimum 30 Days)		X		X	X
Clearing and Freight Agent Charges	X	X		X	X
Local Taxes (e.g., Council & Carbon Taxes)					
Other Costs (e.g., Overnight Parking Fees)		X		X	X
ROAD NODE					
Road User Charges		X		X	X
Toll Fees (Roads & Bridges)	X		X	X	X
Other Costs (e.g., Police Checkpoints)				X	X

Source: Interviews Freight Forwarders and Transporters

2018 Pre-Covid Baseline:

- Interviews conducted for the USAID funded SPEED+ study on the Nacala Corridor in 4Q/2017, which have been assumed to be a reasonable reflection of costs in 2018;
- Interviews conducted for the World Bank funded study on the Central and Dar es Salaam Corridors in 1Q/2018, which are assumed to be a reasonable reflection of costs in 2018;
- Interviews conducted for the USAID funded SPEED+ study on the Beira and update of costs on the Nacala Corridor in 2Q/2018, which are assumed to be a reasonable reflection of costs in 2018; and,
- Interviews conducted for the World Bank funded Southern African Connectivity Project (SATP) for both the Beira and Nacala Corridors in 1Q/2020 to assess any recent material changes in transport costs.

2021 Post-Covid Baseline:

- Interviews conducted with transporters, freight forwarders and shipping line representatives in Lilongwe and Blantyre in Malawi over the period October 2020 to January 2021.

6.3.2.1 Road Link Costs

Table 114 and Table 115 provide a summary of the road link costs on the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors to Blantyre and Lilongwe for 2018 and 2021. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season, type, configuration and bi-directionality of cargo being transported.

Table 114: Road Link Costs - Blantyre (USD/TEU)

Route	Imports		Exports		Reliability
	2018	2021	2018	2021	
Beira - Blantyre	2 132	1 600	1 132	750	
Dar es Salaam – Blantyre	4 800	2 885	4 255	2 250	
Durban – Blantyre	3 545	3 365	2 820	1 205	
Nacala – Blantyre	1 741	2 250	1 449	850	

Table 115: Road Link Costs – Lilongwe (USD/TEU)

Route	Imports		Exports		Reliability
	2018	2021	2018	2021	
Beira – Lilongwe	2 345	1 850	1 144	850	
Dar es Salaam - Lilongwe	4 600	2 735	3 955	2 080	
Durban - Lilongwe	4 015	3 385	2 850	1 825	
Nacala - Lilongwe	2 416	2 400	2 011	1 000	

Source: Interviews Freight Forwarders and Transporters

6.3.2.2 Border Post Node Costs

Table 116 and Table 117 provide a summary of the border post node costs to Blantyre and Lilongwe on the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors for both 2018 and 2021. The reliability measure is marked “high” (green) because the spectrum of potential charges per container is low, with charges fixed by regulations.

Table 116: Border Post Node Costs - Blantyre(USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Blantyre	80	205	80	205	
Dar es Salaam - Blantyre	100	220	100	190	
Durban - Blantyre	600	570	600	580	
Nacala - Blantyre	77	200	93	200	

Table 117: Border Post Node Costs - Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Lilongwe	80	205	80	205	
Dar es Salaam - Lilongwe	100	220	100	190	
Durban - Lilongwe	600	570	600	580	
Nacala - Lilongwe	77	200	93	200	

Source: Interviews Freight Forwarders and Transporters

6.3.2.3 Road Node Costs

Table 118 and Table 119 provide a summary of the road node costs on the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors for both 2018 and 2021. The reliability measure is marked “high” (green) because the spectrum of potential charges per container is low, with charges fixed by regulations.

Table 118: Road Node Costs – Blantyre (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Blantyre	288	220	288	220	
Dar es Salaam - Blantyre	0	150	0	150	

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Durban - Blantyre	350	415	350	415	
Nacala - Blantyre	483	220	483	220	

Table 119: Road Node Costs – Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Lilongwe	275	270	275	270	
Dar es Salaam - Lilongwe	0	150	0	150	
Durban - Lilongwe	350	470	350	470	
Nacala - Lilongwe	483	195	483	195	

Source: Interviews Freight Forwarders and Transporters

6.3.2.4 Summary of Road Transport Costs

Table 120 and Table 121 provide a summary of the road transport costs to Blantyre and Lilongwe on the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors for both 2018 and 2021. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season and the cargo being transported.

Table 120: Road Transport Costs - Blantyre (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Blantyre	2 500	2 025	1 500	1 175	
Dar es Salaam - Blantyre	4 800	3 305	4 255	2 640	
Durban - Blantyre	4 495	4 350	3 770	2 200	
Nacala - Blantyre	2 301	2 670	2 025	1 270	

Table 121: Road Transport Costs - Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Beira - Lilongwe	2 700	2 325	1 500	1 325	
Dar es Salaam - Lilongwe	4 700	3 105	4 055	2 420	

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Durban - Lilongwe	4 965	4 450	3 800	2 900	
Nacala - Lilongwe	2 382	1 480	1 937	1 140	

Source: Interviews Freight Forwarders and Transporters

6.3.3 Rail Trip Charges (Tariffs)

The commentary provided above also applies to this sub-section on rail tariffs, which only applies to the Nacala Corridor.

6.3.3.1 Rail Link Costs

Table 122 provides a summary of the road link costs to Blantyre and Lilongwe on the Nacala Corridor for both 2018 and 2021. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season and the cargo being transported.

Table 122: Rail Link Costs – Blantyre And Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Nacala-Blantyre	2 225	1 192	1 780	852	
Nacala-Lilongwe	2 740	1 472	2 192	1 052	

Source: Interviews Freight Forwarders and Nacala Logistics

6.3.3.2 Border Post Node Costs

Table 123 provides a summary of the border post node costs to Blantyre and Lilongwe on the Nacala Corridor for both 2018 and 2021. The reliability measure is marked “high” (green) because the spectrum of potential charges per container is low, with charges fixed by regulations.

Table 123: Rail Border Post Node Costs – Blantyre and Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Nacala - Blantyre	0	115	0	115	
Nacala - Lilongwe	0	115	0	115	

Source: Interviews Freight Forwarders and Nacala Logistics

6.3.3.3 Rail Node Costs

Table 124 provides a summary of the road node costs on the Beira, Dar es Salaam, Nacala and North-South (Durban) Corridors for both 2018 and 2021. The reliability measure is marked “high” (green) because the spectrum of potential charges per container is low, with charges fixed by regulations.

Table 124: Rail Node Costs Blantyre And Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Nacala - Blantyre	157	173	157	173	
Nacala - Lilongwe	157	173	157	173	

Source: Interviews Freight Forwarders and Nacala Logistics

6.3.3.4 Summary of Rail Transport Costs

Table 125 provides a summary of the rail transport costs on the Nacala Corridor for both 2018 and 2021. The reliability measure is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season and the cargo being transported.

Table 125: Rail Transport Costs (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Nacala - Blantyre	2 382	1 480	1 937	1 140	
Nacala - Lilongwe	2 897	1 760	2 349	1 340	

Source: Interviews Freight Forwarders and Nacala Logistics

6.3.4 Summary of Costs by Component by Corridor

Table 126 and Table 127 provide a summary of the road and rail transport costs to Blantyre and Lilongwe on the Beira, Dar es Salaam, Durban and Nacala Corridors for both 2018 and 2021. The reliability measure is marked as follows for each component:

- Port: Overall the reliability measure is marked “orange” (medium), even though the spectrum of potential charges per container can vary significantly for liner charges, these costs as a percentage of overall costs is and is relatively low, with the bulk of port costs being linked to consignment charges, which exhibit far less variability, but can vary depending on the services consignors use and the terminal their consignment passes through; and,
- Road and Rail: Overall is marked “medium” (orange) because the spectrum of potential charges per container is mixed, with charges open to some variation depending on the season (time of year) and the cargo (type) being transported.

Table 126: Summary of Costs By Corridor To Blantyre (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Gateway (Port) Costs					
Beira - Blantyre	514	557	414	463	
Dar es Salaam-Blantyre	595	595	395	395	
Durban - Blantyre	624	553	435	394	
Nacala - Blantyre	595	557	586	514	
Way (Road and Rail) Costs					
Beira - Blantyre	2 500	2 025	1 500	1 175	
Dar es Salaam - Blantyre	4 800	3 505	4 255	2 795	
Durban - Blantyre	4 495	4 350	3 770	2 200	
Nacala – Blantyre (Road)	2 301	2 670	2 025	1 270	
Nacala – Blantyre (Rail)	2 382	1 480	1 937	1 140	
Total (Gateway + Way + Logistics) Costs					
Beira - Blantyre	3 014	3 197	1 914	1 753	
Dar es Salaam - Blantyre	5 395	4 100	4 650	3 190	
Durban - Blantyre	5 119	8 923	4 205	3 749	
Nacala – Blantyre (Road)	2 896	3 912	2 611	2 599	
Nacala – Blantyre (Rail)	2 977	2 587	2 523	2 169	

Source: Interviews Port Operators, Freight Forwarders, Transporters and Nacala Logistics

Table 127: Summary of Costs By Corridor To Lilongwe (USD/TEU)

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Gateway (Port) Costs					
Beira - Lilongwe	514	557	414	463	
Dar es Salaam - Lilongwe	595	595	395	395	
Durban - Lilongwe	624	553	435	394	
Nacala - Lilongwe	595	557	586	514	
Way (Road and Rail) Costs					
Beira - Lilongwe	2 700	2 325	1 500	1 325	

Corridor	Imports		Exports		Reliability
Year	2018	2021	2018	2021	
Dar es Salaam - Lilongwe	4 700	3 305	4 055	2 575	
Durban - Lilongwe	4 965	4 450	3 800	2 900	
Nacala – Lilongwe (Road)	2 976	2 795	2 587	1 395	
Nacala - Lilongwe (Rail)	1 760	2 897	2 349	1 340	
Total (Gateway + Way + Logistics) Costs					
Beira - Lilongwe	3 214	3 497	1 914	2 003	
Dar es Salaam - Lilongwe	5 295	3 900	4 450	2 970	
Durban - Lilongwe	5 589	8 788	4 235	4 449	
Nacala – Lilongwe (Road)	3 571	3 912	3 173	2 699	
Nacala - Lilongwe (Rail)	2 867	3 492	2 935	2 369	

Source: Interviews Port Operators, Freight Forwarders, Transporters and Nacala Logistics

Whilst caution needs to be exercised when comparing the 2018 and 2021 transport costs because there was no standardisation in the capture of costs in 2018 compared to 2021, the “bottom-line” comparison of total cost do provide some insights into the impact of the COVID pandemic on transport costs to/from Blantyre and Lilongwe on the Beira, Dar es Salaam, Durban and Nacala Corridors. These include the following:

Pre (2018) and Post (2021) Covid Costs - Imports:

1. Costs have increased on all routes to/from Blantyre and Lilongwe, except for the Dar es Salaam-Blantyre, Dar es Salaam-Lilongwe and Nacala (Rail)-Blantyre routes.

Pre (2018) and Post (2021) Covid Costs - Exports:

1. Costs have decreased on all routes to/from Blantyre and Lilongwe, except the Lilongwe-Beira and Lilongwe-Nacala (Rail) routes.

Transport Costs to/from Blantyre (2021):

1. The Nacala (Rail) Corridor is the lowest cost option for imports to Blantyre, followed by Beira, Nacala (Road), Dar es Salaam and Durban routes.
2. The Beira Corridor is the lowest cost option for exports from Blantyre, followed by Nacala (Rail), Nacala (Road), Dar es Salaam and Durban routes.

Transport Costs to/from Lilongwe (2021):

1. The Nacala (Rail) Corridor is the lowest cost option for imports to Lilongwe, followed by Beira, Dar es Salaam, Nacala (Road) and Durban routes.
2. The Beira Corridor is the lowest cost option for exports from Lilongwe, followed by Nacala (Rail), Nacala (Road), Dar es Salaam and Durban routes.

Table 128 through to Table 132 provides an alternative view of transport costs for each corridor in terms of gateway (Port costs), way (road and rail costs) and total (port, transport and logistics costs) costs.

Table 128: Summary of Costs on Beira Corridor (USD/TEU & USD/Ton)

TOTAL (Port, Transport & Logistics Costs)		Year	2018	2021
Imports	Distance	Type		
Beira-Blantyre	818 km	TEU	3 014	3 197
		Ton	116	123
Beira-Lilongwe	957 km	TEU	3 214	3 497
		Ton	124	134
Exports	Distance	Type	2018	2021
Blantyre-Beira	818 km	TEU	1 914	1 753
		Ton	74	67
Lilongwe-Beira	957 km	TEU	1 914	2 003
		Ton	74	77

WAY (Road Costs)		Year	2018	2021
Imports	Type			
Beira-Blantyre	TEU	2 500	2 025	
	Ton	96	78	
Beira-Lilongwe	TEU	2 700	2 325	
	Ton	104	89	
Exports	Type	2018	2021	
Blantyre-Beira	TEU	1 500	1 175	
	Ton	58	45	
Lilongwe-Beira	TEU	1 500	1 325	
	Ton	58	51	

GATEWAY (Port Costs)		Year	2018	2021
Imports	Type			
Beira-Blantyre	TEU	514	557	
	Ton	20	21	
Beira-Lilongwe	TEU	514	557	
	Ton	20	21	
Exports	Type	2018	2021	
Blantyre-Beira	TEU	414	463	
	Ton	16	18	
Lilongwe-Beira	TEU	414	463	
	Ton	16	18	

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 129: Summary of Costs on Dar Es Salaam Corridor (USD/TEU & USD/Ton)

TOTAL (Port, Transport & Logistics Costs)		Year	2018	2021
Imports	Distance	Type		
Dar es Salaam - Blantyre	1 884 km	TEU	5 395	4 100
		Ton	208	158
Dar es Salaam-Lilongwe	1 576 km	TEU	5 295	3 900
		Ton	204	150
Exports	Distance	Type	2017	2021
	1 884 km	TEU	4 650	3 190

WAY (Road Costs)		Year	2018	2021
Imports	Type			
Dar es Salaam-Blantyre	TEU	4800	3 505	
	Ton	185	135	
Dar es Salaam-Lilongwe	TEU	4700	3 305	
	Ton	181	127	
Exports	Type	2017	2021	
	TEU	4255	2 795	

GATEWAY (Port Costs)		Year	2018	2021
Imports	Type			
Dar es Salaam-Blantyre	TEU	595	595	
	Ton	23	23	
Dar es Salaam-Lilongwe	TEU	595	595	
	Ton	23	23	
Exports	Type	2017	2021	
	TEU	395	395	

Blantyre-Dar es Salaam		Ton	179	123
Lilongwe-Dar es Salaam	1 576 km	TEU	4 450	2 970
		Ton	171	114

Blantyre-Dar es Salaam		Ton	164	108
Lilongwe-Dar es Salaam		TEU	4055	2 575
		Ton	156	99

Blantyre-Dar es Salaam		Ton	15	15
Lilongwe-Dar es Salaam		TEU	395	395
		Ton	15	15

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 130: Summary of Costs on Durban Corridor (USD/TEU & USD/Ton)

TOTAL (Port, Transport & Logistics Costs)		Year	2018	2021
Imports	Distance	Type		
Durban-Blantyre	2 536 km	TEU	5119	8923
		Ton	197	343
Durban-Lilongwe	2 699 km	TEU	5589	8788
		Ton	215	338
Exports	Distance	Type	2018	2021
Blantyre-Durban	2 536 km	TEU	4205	3749
		Ton	162	144
Lilongwe-Durban	2 699 km	TEU	4235	4449
		Ton	163	171

WAY (Road Costs)	Year	2018	2021
Imports	Type		
Durban-Blantyre	TEU	4495	4350
	Ton	173	167
Durban-Lilongwe	TEU	4965	4450
	Ton	191	171
Exports	Type	2018	2021
Blantyre-Durban	TEU	3770	2200
	Ton	145	85
Lilongwe-Durban	TEU	3800	2900
	Ton	146	112

GATEWAY (Port Costs)	Year	2018	2021
Imports	Type		
Durban-Blantyre	TEU	624	553
	Ton	23	21
Durban-Lilongwe	TEU	624	553
	Ton	23	21
Exports	Type	2018	2021
Blantyre-Durban	TEU	435	394
	Ton	23	15
Lilongwe-Durban	TEU	435	394
	Ton	23	15

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 131: Summary of Costs On Nacala Corridor (USD/TEU & USD/Ton)

TOTAL ROAD (Port, Transport & Logistics Costs)		Year	2018	2021
Imports	Distance	Type		
Nacala-Blantyre	876 km	TEU	2896	3 912
		Ton	111	150
Nacala-Lilongwe	1 049 km	TEU	3571	3 912
		Ton	137	150
Exports	Distance	Type	2017	2021
Blantyre-Nacala	876 km	TEU	2611	2 599
		Ton	100	100
Lilongwe-Nacala	1 049 km	TEU	3173	2 699
		Ton	122	104

WAY (Road Costs)		Year	2018	2021
Imports	Type			
Nacala-Blantyre	TEU	2301	2 670	
	Ton	89	103	
Nacala-Lilongwe	TEU	2976	2 795	
	Ton	114	108	
Exports	Type	2017	2021	
Blantyre-Nacala	TEU	2025	1 270	
	Ton	78	49	
Lilongwe-Nacala	TEU	2587	1 395	
	Ton	100	54	

GATEWAY (Port Costs)		Year	2018	2021
Imports	Type			
Nacala-Blantyre	TEU	595	557	
	Ton	23	21	
Nacala-Lilongwe	TEU	595	557	
	Ton	23	21	
Exports	Type	2017	2021	
Blantyre-Nacala	TEU	586	514	
	Ton	23	20	
Lilongwe-Nacala	TEU	586	514	
	Ton	23	20	

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 132: Summary of Rail Costs (USD/TEU & USD/Ton)

TOTAL RAIL (Port, Transport & Logistics Costs)		Year	2018	2021
Imports	Distance	Type		
Nacala-Blantyre	799 km	TEU	2 977	2 587
		Ton	114	100
Nacala-Lilongwe	994 km	TEU	3 492	2 867
		Ton	134	110
Exports	Distance	Type	2018	2021
Blantyre-Nacala	799 km	TEU	2 523	2 169
		Ton	97	83

WAY (Rail Costs)		Year	2018	2021
Imports	Type			
Nacala-Blantyre	TEU	2382	1 480	
	Ton	92	57	
Nacala-Lilongwe	TEU	2897	1 760	
	Ton	111	68	
Exports	Type	2018	2021	
Blantyre-Nacala	TEU	1937	1 140	
	Ton	75	44	

GATEWAY (Port Costs)		Year	2018	2021
Imports	Type			
Nacala-Blantyre	TEU	595	557	
	Ton	23	21	
Nacala-Lilongwe	TEU	595	557	
	Ton	23	21	
Exports	Type	2017	2021	
Blantyre-Nacala	TEU	586	514	
	Ton	23	20	

Lilongwe-Nacala	994 km	TEU	2 935	2 369	Lilongwe-Nacala	TEU	2349	1 340	Lilongwe-Nacala	TEU	586	514
		Ton	113	91		Ton	90	52		Ton	23	20

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Nacala Logistics

6.3.5 Summary of Weighbridge Analysis

Table 133 provides a summary of the number of trucks that were weighed at weighbridges located on the four main corridors serving Malawi. These are Songwe (Dar es Salaam Corridor) to Lilongwe and Blantyre, Muloza (Nacala Corridor) to Blantyre, Mwanza (Beira and Durban Corridor) to Blantyre and Dedza (Beira and Durban Corridors) to Lilongwe.

Table 133: Trucks By Weighbridge By Borders (2017-2020)

YEAR	2017	2018	2019	2020		Total
Songwe	10 756	13 542	15 714	17 374	29%	57 386
Muloza	4 651	3 277	3 659	1 999	3%	13 586
Mwanza	27 147	34 959	36 810	35 566	59%	134 482
Dedza	9 327	4 207	4 654	5 245	9%	23 433
Total	51 881	55 985	60 837	60 184	100%	228 887

Source: DRTSS, 2021

The key takeaway from the table is that Mwanza is the busiest border, followed by Songwe, Dedza and Muloza.

Table 134 provides a summary of the number of trucks by country of origin that were weighed at weighbridges located on the four main corridors serving Malawi.

Table 134: Trucks By Registration At Border Weighbridges (2017-2020)

YEAR	2017	2018	2019	2020		Total
Malawi	21 695	15 987	18 571	18 333	30%	74 586
Mozambique	15 760	18 681	20 636	21 969	37%	77 046
South Africa	3 708	4 842	7 191	6 313	10%	22 054
Tanzania	8 053	10 154	11 429	12 186	20%	41 822
Zambia	81	92	119	221	0%	513
Zimbabwe	2 034	5 870	2 463	590	1%	10 957
Other	550	359	428	572	1%	1 909
Total	51 881	55 985	60 837	60 184	100%	228 887

Source: DRTSS, 2021

The key takeaway from the table is that trucks from Mozambique dominate cross-border trade to/from Malawi followed by trucks from Malawi, Tanzania, South Africa, Zimbabwe and Other countries.

6.3.6 Summary of Costs by Cost Item by Corridor

Table 135 through to Table 140 provide a summary of the detailed build-up of costs for each of the corridors serving the Malawian market from the perspective of a Malawian registered transporter. The build-up is as follows:

- Fees, Permit & Tolls + Transport = Transporters Cost + Logistics + Seaport = Total Costs.

Fees, Permits and Tolls is the category that tends to increase costs for Malawian truckers. This explains why transporters costs for Malawian registered truckers is more expensive than Mozambican truckers on the Beira (see Table 135) and Nacala (see Table 139) Corridors, than Tanzanian truckers on the Dar es Salaam Corridor (see Table 136) and South African truckers on the Durban Corridor (see Table 137 and Table 138). Additional lift and cross-haul charges linked to the Nacala Rail Corridor are costs that are not borne by road transport, and any competitive advantage that rail has is somewhat eroded by these charges.

6.3.6.1 Beira Corridor (2021)

Table 135 provides a summary of the detailed build-up of costs for the Beira Corridor in 2021.

Table 135: Build-Up of Costs For Beira Corridor (2021)

Beira Corridor	To/From Blantyre			To/From Lilongwe		
	US\$/TEU	MOZ	MAL	US\$/TEU	MOZ	MAL
Fees, Permits & Tolls	Imports	300	425	Imports	320	475
	Exports	300	425	Exports	320	475
Road Transport Costs	Imports	1 600	1 600	Imports	1 850	1 850
	Exports	750	750	Exports	850	850
Transporter Costs	Imports	1 900	2 025	Imports	2 170	2 325
	Exports	1 050	1 175	Exports	1 170	1 325
Logistics Costs*	Imports	740	615	Imports	770	615
	Exports	240	115	Exports	370	215
Seaport Costs	Imports	560	560	Imports	560	560
	Exports	460	460	Exports	460	460
Total Costs	Imports	3 200	3 200	Imports	3 500	3 500
	Exports	1 750	1 750	Exports	2 000	2 000

**Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc*

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

6.3.6.2 Dar es Salaam Corridor (2021)

Table 136 provides a summary of the detailed build-up of costs for the Dar es Salaam Corridor in 2021.

Table 136: Build-Up of Costs For Dar Es Salaam Corridor (2021)

Dar es Salaam Corridor	To/From Lilongwe			To/From Blantyre		
	US\$/TEU	TZ	MAL	US\$/TEU	TZ	MAL
Fees, Permits & Tolls	Imports	320	370	Imports	420	420
	Exports	275	325	Exports	375	375
Transport Costs	Imports	2 735	2 735	Imports	2 885	2 885
	Exports	2 080	2 080	Exports	2 250	2 250
Transporter Costs	Imports	3 055	3 105	Imports	3 305	3 305
	Exports	2 355	2 405	Exports	2 625	2 625
Logistics Costs*	Imports	200	200	Imports	200	200
	Exports	155	155	Exports	155	155
Seaport Costs	Imports	595	595	Imports	595	595
	Exports	395	395	Exports	395	395
Total Costs	Imports	3 850	3 900	Imports	4 100	4 100
	Exports	2 905	2 955	Exports	3 175	3 175

**Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc*

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

6.3.6.3 Durban Corridor (2021)

Table 137 provides a summary of the detailed build-up of costs for the Durban Corridor in 2021 for Malawian truckers.

Table 137: Build-Up of Costs For Durban Corridor For Malawian Truckers (2021)

Durban Corridor		To/From Blantyre					To/From Lilongwe				
Malawian Trucks	US\$/TEU	RSA	ZIM	MOZ	MAL	Total	RSA	ZIM	MOZ	MAL	Total
Fees, Permits & Tolls	Imports	145	545	265	30	985	145	545	320	55	1 065
	Exports	145	540	280	30	995	145	540	335	55	1 075
Road Transport Costs	Imports					3 365					3 385
	Exports					1 205					1 825
Transporter Costs	Imports	4 350					4 450				
	Exports	2 200					2 900				
Logistics Costs*	Imports					4 020					3 785
	Exports					1 155					1 155
Seaport Costs	Imports					550					550
	Exports					395					395
Total Costs	Imports					8 920					8 785
	Exports					3 750					4 450

*Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 138 provides a summary of the detailed build-up of costs for the Durban Corridor in 2021 for South African truckers.

Table 138: Build-Up of Costs for Durban Corridor For South African Truckers (2021)

Durban Corridor		To/From Blantyre					To/From Lilongwe				
Malawian Trucks	US\$/TEU	RSA	ZIM	MOZ	MAL	Total	RSA	ZIM	MOZ	MAL	Total
Fees, Permits & Tolls	Imports	145	545	265	30	985	145	545	320	55	1 065
	Exports	145	540	280	30	995	145	540	335	55	1 075
Road Transport Costs	Imports					3 360					3 235
	Exports					1 205					1 675
Transporter Costs	Imports					4 310					4 325
	Exports					2 160					2 775
Logistics Costs*	Imports					4 060					3 910
	Exports					1 195					1 280
Seaport Costs	Imports					550					550
	Exports					395					395
Total Costs	Imports					8 920					8 785
	Exports					3 750					4 450

*Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

6.3.6.4 Nacala Corridor (2021)

Table 139 provides a summary of the detailed build-up of costs for the Nacala (Road) Corridor in 2021.

Table 139: Build-Up of Costs For Nacala Corridor By Road (2021)

Nacala Corridor (By Road)	To/From Blantyre			To/From Lilongwe		
	US\$/TEU	MOZ	MAL	US\$/TEU	MOZ	MAL
Fees, Permits & Tolls	Imports	230	420	Imports	305	395
	Exports	230	420	Exports	305	395
Road Transport Costs	Imports	2 250	2 250	Imports	2 400	2 400
	Exports	850	850	Exports	1 000	1 000
Transporters Costs	Imports	2 480	2 670	Imports	2 705	2 795
	Exports	1 080	1 270	Exports	1 305	1 395
Logistics Costs*	Imports	875	685	Imports	650	560
	Exports	1 005	815	Exports	880	790
Seaport Costs	Imports	555	555	Imports	555	555
	Exports	515	515	Exports	515	515
Total Costs	Imports	3 910	3 910	Imports	3 910	3 910
	Exports	2 600	2 600	Exports	2 700	2 700

*Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Transporters

Table 140 provides a summary of the detailed build-up of costs for the Nacala (Rail) Corridor in 2021.

Table 140: Build-Up of Costs For Nacala Corridor By Rail (2021)

Nacala Corridor (By Rail)	To/From Blantyre			To/From Lilongwe		
	US\$/TEU	MOZ-MAL		US\$/TEU	MOZ-MAL	
Fees, Permits & Tolls	Imports	0	115	Imports	0	115
	Exports	0	115	Exports	0	115
Rail Transport Costs	Imports	0	1 220	Imports	0	1 500
	Exports	0	880	Exports	0	1 080
Transporters Costs	Imports	0	1 335	Imports	0	1 615
	Exports	0	995	Exports	0	1 195
Logistics Costs*	Imports	0	550	Imports	0	550
	Exports	0	515	Exports	0	515
ICD Cross-Haul & Lift Costs	Imports	0	145	Imports	0	145
	Exports	0	145	Exports	0	145
Seaport Costs	Imports	0	555	Imports	0	555
	Exports	0	515	Exports	0	515

Nacala Corridor (By Rail)	To/From Blantyre			To/From Lilongwe		
	US\$/TEU	MOZ-MAL		US\$/TEU	MOZ-MAL	
Total Costs	Imports	0	2 585	Imports	0	2 865
	Exports	0	2 170	Exports	0	2 370

*Shipping Line Release, Container Cleaning, Security, Storage, Documentation, In Transit Bond, Freight Forwarding Fees etc

Source: Interviews Port Authorities, Terminal Operators, Freight Forwarders and Nacala Logistics

6.4 Five-year traffic assessment

The volumes and values of cargo and estimated number of vehicles used to transport this cargo will be reported based on Customs Office, Year and HS code (cargo type). Table 141 and Table 142 below display the value and gross weight of all cargo imports and exports for the 6-year period 2016 – 2021. It is interesting to note that while there was a dip in imports in 2020 due to the Covid-19 pandemic, exports were not similarly affected.

Table 141: Imported cargo value (MKW million) and gross weight, 2016 - 2021

Year	Count	Value (MKW mill)	Gross weight (mill tonnes)	Estimated number of vehicles
2016	148,069	1,631,711.26	2.45	56,603
2017	270,332	3,008,259.98	5.42	89,548
2018	316,282	3,320,625.44	6.25	80,358
2019	318,621	3,475,203.85	4.85	84,124
2020	293,531	3,207,453.31	6.39	83,334
2021	274,894	3,387,798.85	4.42	74,889

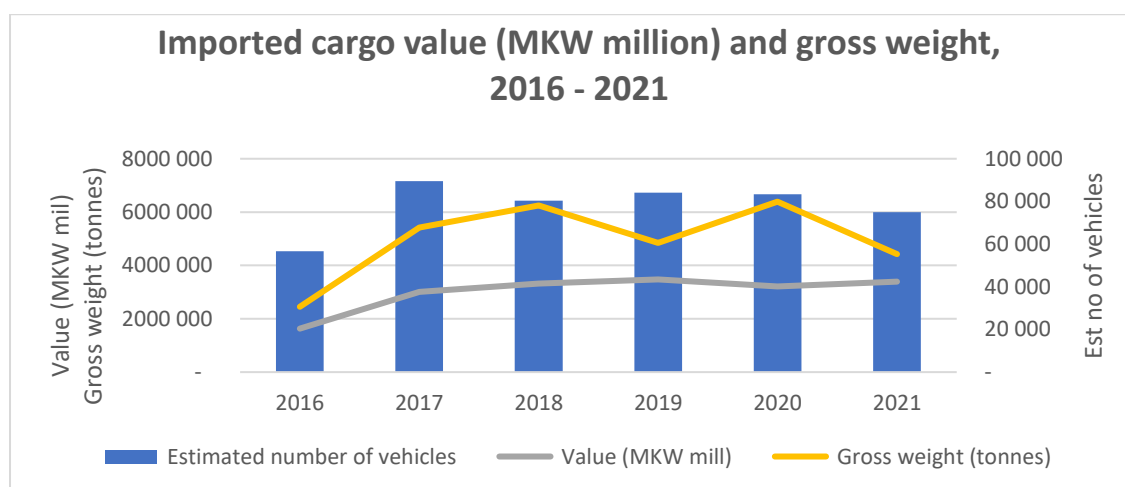


Figure 53: Imported cargo value, gross weight and estimated number of vehicles 2016-2021

Table 142: Exported cargo value (MKW million) and gross weight, 2016 - 2021

Year	Count	Value (MKW mill)	Gross weight (mill tonnes)	Estimated number of vehicles
2016	10,062	410,381.65	0.39	8,302
2017	16,303	606,177.29	0.57	13,831
2018	17,724	706,757.85	0.60	14,265
2019	19,224	662,797.83	0.68	13,268
2020	16,689	764,899.83	0.62	11,326
2021	26,408	857,467.21	0.84	12,413

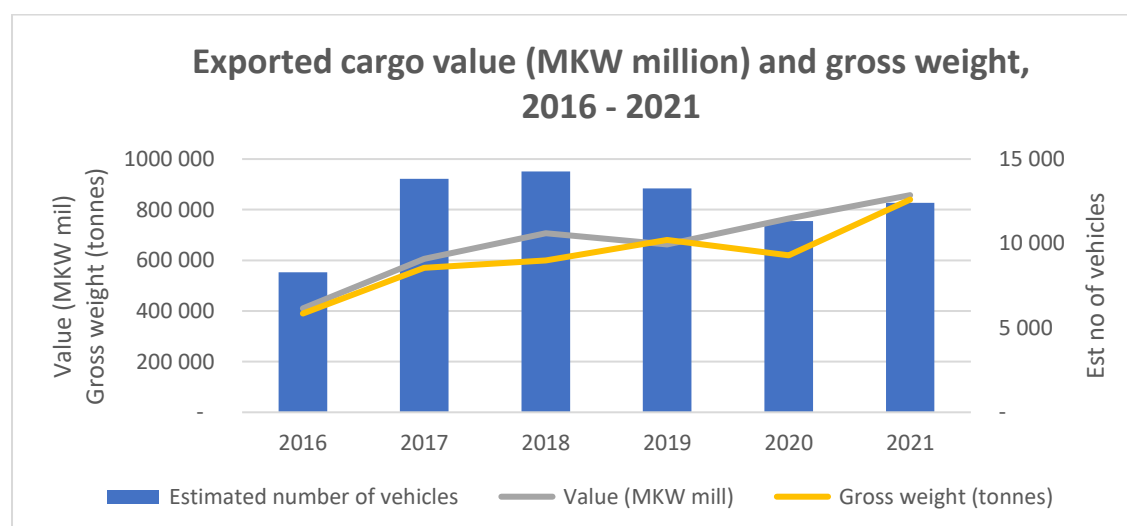


Figure 54: Exported cargo value, gross weight and estimated number of vehicles 2016-2021

Table 143 below shows that most import value is processed at Mwanza border post (processing cargo from Beira and Durban), followed by Dedza (the secondary border post for cargo from Beira and Durban destined for Lilongwe) and Songwe (processing cargo from Dar es Salaam). Songwe however shows higher tax revenue than Dedza, as it processes most fuel imports that carry a high tax value. Table 144 shows that exports are significantly lower in value and generates almost no tax revenue, as could be expected.

Table 143: Imported cargo volume, value and tax value (MKW million) per Customs Office, 2016 - 2021

Office	No cargo consignments	Value	Duty	Excise	VAT	Total Tax
MWANZA BORDER	653,826	6,642,746	237,875	171,060	408,056	816,938
DEDZA BORDER	300,412	3,718,184	104,809	15,609	181,835	302,252
SONGWE BORDER	346,458	3,160,223	154,373	172,383	143,108	469,807
KAMUZU INTERNATIONAL AIRPORT	97,163	1,781,888	10,099	1,295	38,191	49,585
LIWONDE	30,117	980,314	11,269	2,131	59,163	72,155
MCHINJI BORDER	78,421	703,209	4,023	8,844	54,001	65,873

Office	No cargo consignments	Value	Duty	Excise	VAT	Total Tax
MULOZA BORDER	11,864	374,339	2,155	764	19,628	21,039
CHILEKA INTERNATIONAL AIRPORT	59,103	306,216	7,357	788	23,774	31,918
NAYUCHI	3,710	197,441	5,681	2,481	13,394	21,556
CHIPONDE BORDER	11,452	160,593	256	222	288	766
BIRIWIRI	6,847	2,738	257	243	329	828
KAPORO	17,170	1,306	315	2	264	582
MQOCHA	819	1,090	29	24	62	114
MARKA NYATHANNDU BORDER	388	374	12	10	31	53
CHITIPA	3,312	309	58	7	58	123
NKHATABAY	230	144	5	3	25	32
DWANGWA	14	71	-	-	0	0
NSANJE	333	54	3	1	10	13
HEADQUARTERS	7	52	0	1	4	4
SALIMA	74	45	3	3	6	13
LIMBE POSTAL PARCELS	17	14	-	-	-	-
BALAKA	5	11	0	0	0	0
KARONGA	52	8	2	0	2	3
KATUMBI	1	2	-	-	-	-
CHILUMBA	1	0	0	-	0	0
CHISENGA	1	0	0	-	0	0

Table 144: Exported cargo volume, value and tax value (MKW million) per Customs Office, 2016 - 2021

Office	Count	Value	Duty	Excise	VAT	Total Tax
DEDZA BORDER	24,688	2,233,071.91	1.03	-	-	1.03
MWANZA BORDER	38,999	863,428.20	3.33	-	-	3.33
SONGWE BORDER	21,315	488,478.52	38.85	-	-	38.85
MCHINJI BORDER	7,716	171,748.16	1.46	-	-	1.46
NAYUCHI	3,259	157,290.16	2.16	-	-	2.16
MULOZA BORDER	4,635	58,140.76	8.58	-	-	8.58
KAMUZU INTERNATIONAL AIRPORT	3,278	19,929.45	-	-	-	-
CHIPONDE BORDER	559	7,007.78	4.81	-	-	4.81
CHILEKA INTERNATIONAL AIRPORT	1,830	6,767.20	-	-	-	-
LIWONDE	88	2,493.54	12.96	-	-	12.96
CHITIPA	15	69.02	-	-	-	-
MQOCHA	8	28.81	-	-	-	-

Office	Count	Value	Duty	Excise	VAT	Total Tax
NKHATABAY	2	11.31	-	-	-	-
CHILUMBA	2	9.87	-	-	-	-
BIRIWIRI	14	7.43	0.44	-	-	0.44
LILONGWE POSTAL PARCELS	2	1.20	-	-	-	-
HEADQUARTERS	1	0.74	-	-	-	-

Table 145 displays imported cargo value per annum. The larger border posts showed a marked increase from 2016 to 2019, but with a decrease in 2020 due to the Covid-19 pandemic, and recovery in 2021 as trade normalized. Similar patterns are visible for export in Table 146.

Table 145: Imported cargo value (MKW million) per Customs Office, 2016 - 2021

Year	CHILEKA AIRPORT	DEDZA BORDER	KAMUZU AIRPORT	LIWONDE	MCHINJI BORDER	MULOZA BORDER	MWANZA BORDER	NAYUCHI	SONGWE BORDER
2016	56,757	300,546	213,465	44,379	64,145	41,242	783,830	32,590	92,043
2017	78,152	706,779	247,898	135,292	144,259	51,307	1,101,305	71,165	439,128
2018	80,429	661,489	268,426	183,230	109,352	52,474	1,249,858	47,208	619,186
2019	49,949	716,192	328,638	184,271	121,399	78,204	1,227,903	26,525	710,154
2020	22,420	611,655	363,587	206,527	125,019	73,456	1,202,326	11,282	567,713
2021	18,190	721,523	359,874	226,615	139,036	77,656	1,077,524	8,671	731,999

Table 146: Exported cargo value (MKW million) per Customs Office, 2016 – 2021

Year	CHILEKA AIRPORT	DEDZA BORDER	KAMUZU AIRPORT	LIWONDE	MCHINJI BORDER	MULOZA BORDER	MWANZA BORDER	NAYUCHI	SONGWE BORDER
2016	1,345	248,388	1,012	101	6,225	10,522	94,780	23,881	23,341
2017	918	395,508	1,511	90	20,904	12,029	126,176	20,521	27,084
2018	2,789	365,592	1,659	766	17,067	6,386	145,617	14,958	150,656
2019	737	351,684	1,882	-	23,686	7,113	167,048	44,071	64,704
2020	224	468,312	2,331	17	26,451	5,540	189,249	20,042	51,881
2021	751	403,588	11,535	1,520	77,415	16,550	140,558	33,818	170,814

Table 147 display imported and exported cargo per HS code for the most common cargo types.

Table 147: Imported cargo value (MKW million) per HS Code, 2016 – 2021

HS code	Product descriptions	Count	Value (MKW million)
27	Mineral fuels & oils	70138	2,223,389
84	Machinery	35914	1,688,097
87	Vehicles	28306	1,345,629
85	Electrical machinery	20971	1,243,378
49	Printed books, newspapers	4971	1,053,356
31	Fertilisers	2389	1,002,950
30	Pharmaceutical products	8798	911,217
39	Plastics and articles thereof	30346	777,884
63	Textile articles	19766	673,744
72	Iron and steel	12327	545,279
15	Animal or vegetable fats	15992	488,414
38	Chemical products	10099	455,820
24	Tobacco	2725	420,825
34	Soap and organic agents	7347	408,855
73	Articles of iron or steel	11819	408,417
10	Cereals	1123	398,751
48	Paper and paperboard	9605	307,451
25	Salt; sulphur; plastering	11531	296,142

Table 148: Exported cargo value (MKW million) per HS Code, 2016 – 2021

HS code	Product descriptions	Count	Value (MKW million)
24	Tobacco	7,449	2,185,444

HS code	Product descriptions	Count	Value (MKW million)
9	Coffee, tea, mate and spices	12,217	336,027
12	Oil seeds and oleaginous fruit	19,009	313,599
17	Sugars and sugar confectionery	2,970	281,724
7	Edible vegetables and certain roots and tubers	12,328	160,102
93	Arms and ammunition	4	111,637
8	Edible fruit and nuts; peel of citrus fruit or melons	981	100,879
23	Residues and waste from the food industries; prepared animal fodder	14,868	100,857
84	Nuclear reactors, boilers, machinery and mechanical appliances; parts thereof	2,570	43,129
87	Vehicles other than railway or tramway rolling-stock, and parts and accessories thereof	1,707	34,061
44	Wood and articles of wood; wood charcoal	4,060	33,626
39	Plastics and articles thereof	3,019	31,377
2	Meat and edible meat offal	132	27,682
36	Explosive	53	26,081
10	Cereals	1,503	25,081
52	Cotton	698	22,412
63	Other made up textile articles; sets; worn clothing and worn textile articles; rags	2,096	18,631

HS code	Product descriptions	Count	Value (MKW million)
40	Rubber and articles thereof	656	17,530
22	Beverages, spirits and vinegar	1,316	17,214
85	Electrical machinery	1,384	14,098
72	Iron and steel	2,778	11,780

6.5 Five-year Customs revenue assessment

As one of the primary objectives of customs operations is to ensure that the appropriate duties and taxes are paid on imported goods, we firstly analysed the value of imported and exported cargo per annum and the amount of taxes paid on such cargo. The results are displayed in Table 149 and Table 150 below. It can be seen that the vast majority of taxes are paid on imported cargo. It can therefore be expected that MRA will focus most of its efforts on import rather than export goods. While the value of goods and taxes in general display a gradual increase over time, there was a decrease from 2019 to 2020 due to the Covid-19 restrictions on trade movements.

Table 149: Imported cargo volume, value and tax value (MKW million)

Year	Count	Value	Duty	Excise	VAT	Total Tax	Total Tax (USD million)
2016	241,660	1,631,711	42,881	25,930	86,892	155,704	217.46
2017	433,113	3,008,260	80,904	53,593	155,353	289,848	399.79
2018	503,515	3,320,625	105,256	76,251	175,804	357,260	496.19
2019	511,412	3,475,204	104,663	76,649	170,969	352,170	482.42
2020	468,724	3,207,453	96,906	69,098	162,395	328,172	434.66
2021	452,356	3,387,799	107,958	74,347	190,760	370,436	454.52
TOTAL	2,610,780	18,031,053	538,568	375,869	942,174	1,853,590	2,485.06

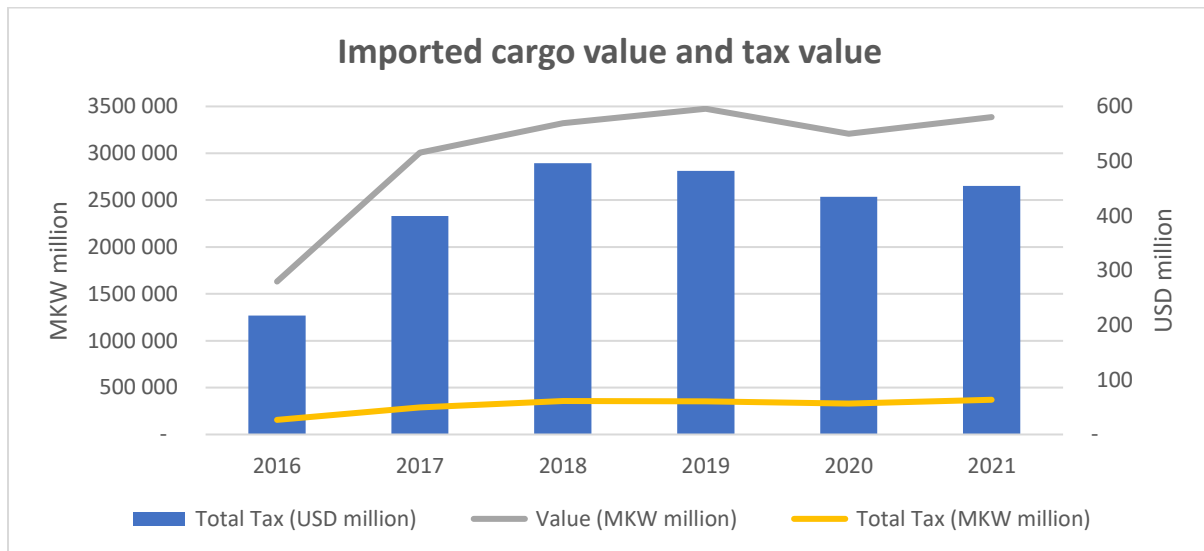


Figure 55: Imported cargo and tax value 2016-2021

Table 150: Exported cargo volume, value and tax value (MKW million)

Year	Count	Value	Duty	Excise	VAT	Total Tax
2016	10807	410,382	43	-	-	43
2017	17473	606,177	11	-	-	11
2018	19099	706,758	6	-	-	6
2019	20456	662,798	1	-	-	1
2020	17652	764,900	1	-	-	1
2021	27967	857,467	12	-	-	12
TOTAL	113,454	4,008,482	74	-	-	74

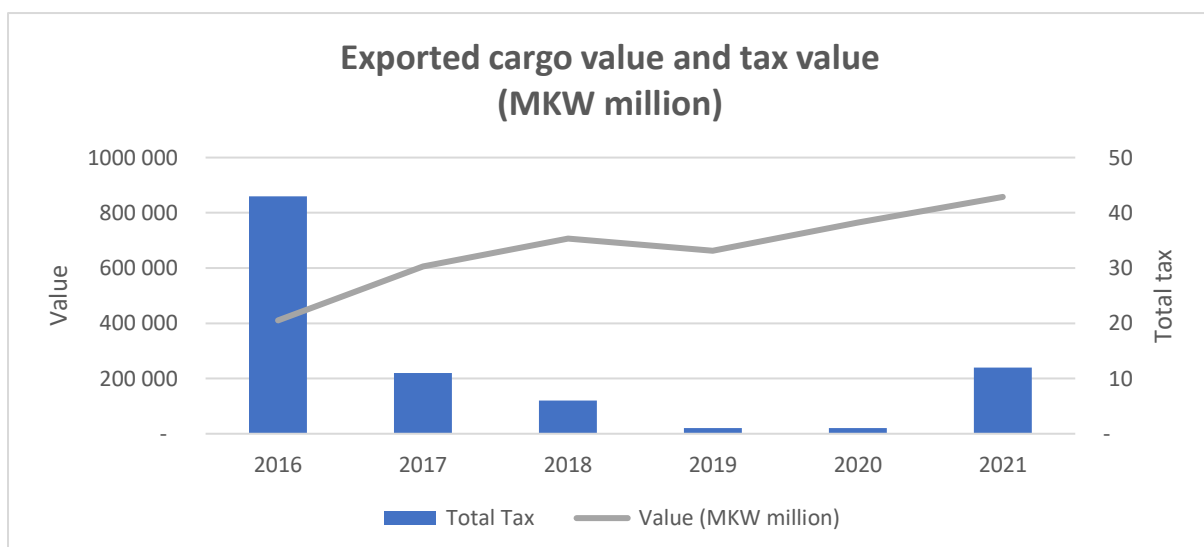


Figure 56: Exported cargo and tax value 2016-2021

Secondly, it is important to determine the most important border posts through which goods are flowing. Table 151 below shows that the Mwanza border post carries most imports while Dedza border

post carries most export goods. These are the ports the link Malawi to ports in Mozambique and South Africa. Third on the list in both cases is Songwe border post that provides the primary link with Tanzania.

Table 151: Imported cargo tax value (MKW million) per Customs Office, 2016 - 2021

Year	CHILEKA AIRPORT	DEDZA BORDER	KAMUZU AIRPORT	LIWONDE	MCHINJI BORDER	MULOZA BORDER	MWANZA BORDER	NAYUCHI	SONGWE BORDER
2016	5,695	21,549	6,731	2,680	5,386	2,000	91,035	3,379	17,113
2017	6,832	51,019	9,435	7,693	12,087	3,092	130,821	5,795	62,827
2018	6,817	57,222	7,762	12,055	10,778	3,633	156,807	3,311	98,268
2019	6,461	60,749	8,138	15,471	10,871	3,354	143,523	3,561	99,557
2020	3,351	45,160	8,463	14,196	12,458	5,219	147,032	3,235	88,587
2021	2,696	66,553	9,056	20,060	14,292	3,741	147,720	2,275	103,455

As very little taxes are collected on exported goods, similar results per Customs Offices are not reported here.

6.6 Benchmark Performance of Corridors

The final step in the corridor data collection review, data collection, analysis and summary process is to compare the performance of the Malawi corridors in the study with similar corridors in the region. Firstly, the performance of the main regional trade corridors servicing the Malawian market were summarized, based on trips to/from the commercial hub of Blantyre in southern Malawi for 2017.

Table 152: Malawi Corridor's Competitiveness Matrix (To/From Blantyre), 2017

Corridor	Distance	% Market Share/ Volumes	Transit Times	Average Transport Cost/TEU	Scope To Reduce Cost/Km	Export-Import Ratio	Score/Rank
International Cargoes (Volumes to/from Malawi = 1.762 mtpa)							
Beira (Road)	2nd	46%	1st	1st	2nd	1st	1.33 1st
Nacala (Rail)	1st	14%	3rd	4th	1st	2nd	2.17 2nd
North-South Durban (Road)	4th	33%	2nd	2nd	4th	4th	3.17 3rd
North-South Dar es Salaam (Road)	3rd	7%	4th	3rd	3rd	3rd	3.33 4th
Regional Cargoes (Volumes to/from Malawi = 1.132 mtpa)							
Beira (Road)	2nd	12%	2nd	1st	2nd	1st	1.67 1st
Nacala (Rail)	1st	0%	4th	2nd	1st	4th	2.67 2nd
North-South Dar es Salaam (Road)	3rd	10%	3rd	3rd	3rd	1st	2.67 3rd
North-South Durban (Road)	4th	78%	1st	4th	4th	2nd	3.00 4th

Source: Afreximbank, 2020

The key takeaways from the table include:

- Malawi's combined international and regional cargo in 2016 amounted to just 2.894 million tons, which is easily the lowest compared to flows to other markets served by the same corridors, namely: Zambia-7.074 million tons, Zimbabwe-5.524 million tons, Botswana-4.476 million tons and DRC-4.047 tons.
- For international cargoes, Beira is clearly the preferred route ranking first in all but average transport cost/TEU where it ranked second to Nacala by rail.
- For regional cargoes, the North-South (Durban) Corridor accounts for almost 80% of flows, highlighting the dominance of imports from South Africa, but it nonetheless scores poorly in terms of competitiveness because of the distances involved, which impacts on transit-times, average transport cost and export-import ratios.

The next step was to compare the recent performance of the 4 corridors in the study with that of 2 other regional corridors, for which recent information was available. The corridors that were selected are the following:

- The Northern Corridor (NC): the road network length is 12,707km in Kenya, Uganda, Rwanda, Burundi, DRC and South Sudan. The main freight route links the port city of Mombasa through Nairobi and Kampala to Kisangani in eastern DRC, with links to Mwanza, Juba, Bujumbura, and Kigali.
- The Central Corridor (CC): the road network link the port of Dar es Salaam to enter Burundi at the Kobero/Kabanga border post, Rwanda at the Rusumo/ Rusumo border post and Uganda at the Mutukula/Mutukula border posts. It continues to Goma and Bukavu through Rwanda. It also has a railway line from Uganda through the inland port of Mwanza on Lake Victoria, and Burundi and Eastern DRC through the inland IX port of Kigoma on Lake Tanganyika.

The various components and their performance for the 4 study corridors and 2 reference corridors will now be presented.

6.6.1 Ports performance

The next table shows the capacity and throughput for the 6 ports in terms of TEUs and dry bulk. The Mombasa Port feeds the Northern corridor, and Dar es Salaam port the Central corridor.

It is evident that Durban Port has the highest capacity and throughput, followed by Mombasa on containers and Dar es Salaam on dry bulk cargo.

Table 153: Port capacity and throughput in TEU and Million Tonnes Per Annum (MTPA) dry bulk

	CORRIDOR					
METRIC	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN
CAPACITY						
TEU ('000)	2 650	400	400	100	300	4 424

Dry Bulk (MTPA)	3.1	10.1	10.1	3.0	9.0	12.4
IMPORTS						
MTPA	27.6	13.0	13.0	2.5	12.5	52.0
EXPORTS						
MTPA	4.3	2.4	2.4	0.5	1.5	28.0
TRANSHIPMENT						
MTPA	2.5	0.1	0.1	0.1	-	20.0
TOTAL THROUGHPUT						
MTPA	34.4	15.5	15.5	1.0	2.5	11.5
TEUs	1 091	622	622	71	267	3 100

The next table shows the comparative port performance, including the average and mean per metric as well as a colour code on relative performance:

Table 154: Port performance on various metrics

METRIC	CORRIDOR						AVG	MEDIAN
	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN		
EFFICIENCY AND PRODUCTIVITY								
Total time in port (days)	3.7	15.4	15.4	9.9	9.8	4.0	10.90	9.90
Ship turnaround time (days)	3.9	3.6	3.6	6.2	6.9		4.84	3.90
Dry bulk (days)	5.6	7.0	7.0	1.8	3.8	3.0	4.70	4.70
Containers (days)	2.5	2.0	2.0	3.0	1.8	3.0	2.38	2.25
Vessel waiting time (hrs)	94	72	72	50	55	60	67.17	66.00
Container dwell time (days)								
Import	3.6	4.2	4.2	13	8.2	3.05	6.04	4.20
Export		4.2	4.2	13	9.1	5.75	7.25	5.75
Transit		10.8	10.8	13	10.9	6.8	10.45	10.80
Avg container dwell time (days)	3.0	8.0	8.0	13.0	9.8	3.0	7.47	8.00
Avg container truck turnaround time (days)	4.0	3.0	3.0	1.0	2.7	1.3	2.49	2.85
Document Processing Clearance (hrs)	2.0	64.1	64.1	76.8	74.0	26.6	51.27	64.10

It is evident that there is varying performance across the board, with Port of Durban having the best overall performance on most metrics, followed by the Port Mombasa. Of concern is the overall high time spent in port except for Durban and Mombasa, and high container dwell times except for Durban and Dar es Salaam.

6.6.2 Road link performance

The next table shows the travel speed per corridor. Import and export travel speeds are only available for the 4 corridors in the study.

Table 155: Road transit speeds between ports and destinations

METRIC	CORRIDOR						AVG	MEDIAN
	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN		
TRANSIT TIME (excl time in port)								
Imports (km/h)			12.4	7.6	10.1	17.9		
Exports (km/h)			12.6	8.6	12.6	17.9		
To destinations (avg km/h)	9.5	16.0	12.5	8.1	11.4	17.9	12.5	13.06

The average speed for all corridors is over 12.5km/h. The highest speed is attained on the NSC/Durban and Central corridors. The long distances travelled on these probably play a role in increasing the average speeds. The low average speed on the Nacala corridor is noticeable.

6.6.3 Border post performance

Border post performance is shown for delay associated with imports and exports. Little information was available for the 2 comparator corridors.

Table 156: Border post delays per trip per corridor in days

METRIC	CORRIDOR						AVG	MEDIAN
	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN		
BORDER POST DELAYS								
Import (days)		3.5	6.5	0.58	7.3	2.7	4.27	4.60
Export (days)			3.4	0.36	3.5	0.7	1.99	2.05

On imports, the overall border post delays are more than double the export delays. Both the DES and Beira corridors experience long delays especially on imports. While the border post delays in the above table do not correspond exactly with the time delays measured during the border surveys, this can be explained by the fact that the border surveys represent only 7 days of traffic. Most of the figures in the above table were extracted from traffic patterns collected over a much longer time period, typically 2-3 years.

6.6.4 Transport cost performance

The final metric used for comparison is transport cost for both import and export per TEU and per km, and for road as well as the Nacala railway corridor. The next table shows that the DES and NSC/Durban corridors have the lowest cost per km. The average spread for all corridors is from \$1.07 to 2.43 per km per TEU, which is a quite significant difference. No specific import or export costs were available for the 2 comparator corridors but only a total figure. The Nacala railway line also has a competitive rate per TEU per km.

Table 157: Transport costs per corridor in \$/km/TEU

	CORRIDOR							
METRIC	NORTHERN	CENTRAL	DES	NACALA	BEIRA	NSC/DURBAN	AVG	MEDIAN
TRANSPORT COSTS AND RATES - ROAD								
Import to destinations (avg \$/km/container)			1.88	2.23	2.45	1.68	2.06	2.06
Export to destinations (avg \$/km/container)			1.48	2.64	1.41	0.46	1.50	1.45
To destinations (avg \$/km/container)	2.35	2.20	1.68	2.43	1.93	1.07	1.94	2.07
TRANSPORT COSTS AND RATES - RAIL								
Import to destinations (avg \$/km/container)				1.68			1.68	1.68
Export to destinations (avg \$/km/container)				1.29			1.29	1.29
To destinations (avg \$/km/container)				1.49			1.49	1.49

7. Tools to monitor corridor performance

7.1 Introduction

Measuring corridor performance is a pre-requisite for increasing corridor efficiency. In designing tools to measure corridor performance it is important to include both the perspective of the traders and those of policy makers, namely:

- Traders are primarily concerned by the impact of corridors on their competitiveness, through the cost of moving goods, the length of time associated to this movement, and the uncertainties on the delays which may prevent them to meet delivery deadlines; and,
- Policy makers have the responsibility to ensure long-term balance between demand, expressed by the trade volumes, and supply or the offer, expressed by the characteristics of the infrastructure and the logistics services delivery.

Performance needs therefore to be measured according to four dimensions:

- Prices for the trader, but also the cost factors for the logistics service providers and control agencies entering into the composition of that price, across the main corridor components;
- Times, corresponding to the combination of the individual processes times, and the idle time between successive processes, but also the variations of those times resulting in the uncertainties of delays, for port dwell time, transport time, and final clearance;
- Volumes, by corridor routes and components (modes des.

However, overall corridor performance is the result of the combination of the individual performances of the corridor components, which need to be assessed separately. A typical hinterland corridor defined by a network of nodes (or platforms) linked by transport modes comprises three functional components: the maritime gateway, the inland transport, and the destination (or origin).

To determine if the level of performance of a corridor is satisfactory, it is necessary to have a reference for comparison, and also to compare measures which are comparable. However, there is little agreement on reference values, because of the diversity of the specific characteristics of the corridors:

- Volumes depend primarily of the level of economic activity in the catchment area of the corridor (the hinterland), and only marginally, for a limited portion of trade, to inter-corridor competition;
- Prices are largely influenced by volumes, notably the balance of trade in terms of cargo types and direction, but also the absolute volumes, which largely determine the level of competition among logistics operators;
- Times are partly influenced by the decisions of the traders with the importance of arbitrage between storage strategies for traders;
- Infrastructure and services are evolving according to volumes.

As a consequence, performance indicators must be assessed within their context in order to determine if they are symptoms of deeper dysfunctions or are 'acceptable'. In logistics, there is usually a range of services which offer different combinations of cost, time and reliability in order to meet the diversity of demand. Shippers of bulk cargoes and low value commodities are more concerned with minimizing cost than time, whereas the logistics of containerized cargoes and especially high value goods are more concerned with time and even more with reliability. These trade-offs have become more complex as production patterns change and become more integrated with the logistics processes themselves.

The only corridor monitoring tools that were practically deployed as part of this project were the tablets with software that will be used to perform the border surveys. These devices have been successfully used during previous border surveys, including historical TMEA projects. The same equipment used for the baseline study will also be available for future phases of the project.

In this chapter the corridor monitoring tools used in the project will be discussed, followed by an overview of other tools that can be developed and customized in future to assist with monitoring corridor performance.

7.2 Discussion of monitoring tools

7.2.1 Border survey tablet software

The next figure shows typical border post process flows in diagrammatical format, with indications of the points where volume and delay data can be collected.

Tablet software was developed to capture process flow data for the physical surveys that were performed at Dedza, Mwanza and Mchinji border posts in this project.

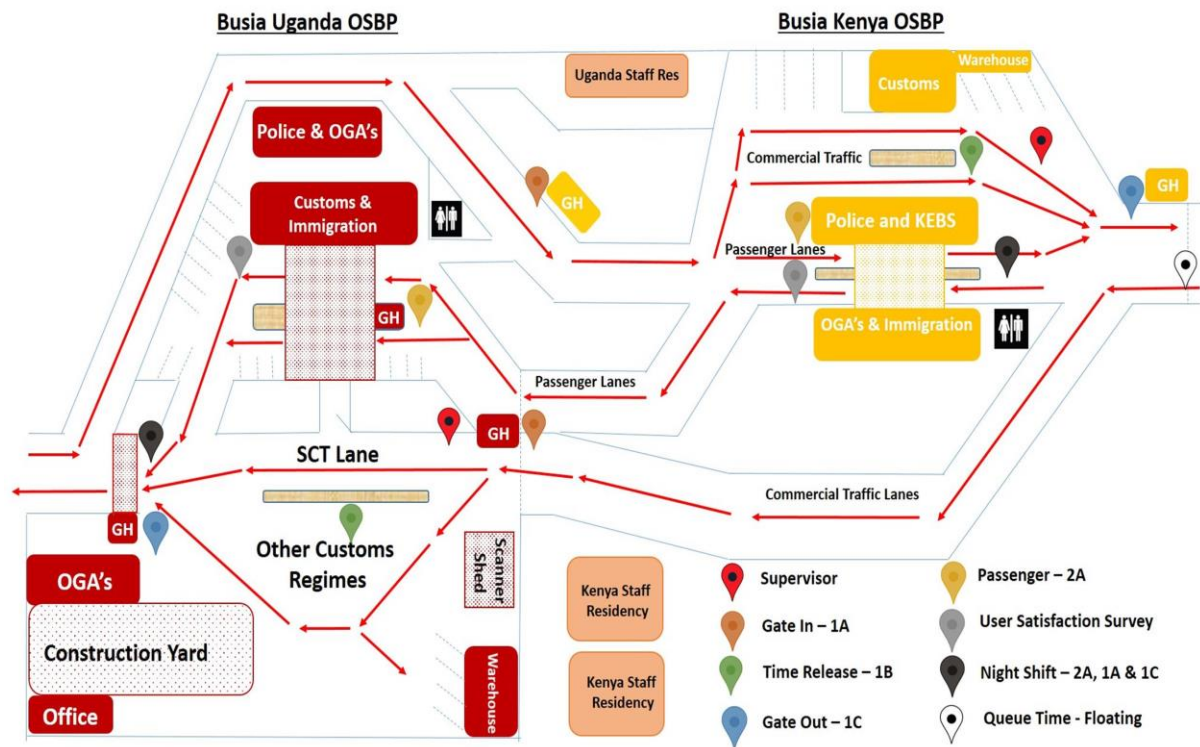


Figure 57: Typical border post process flow and indication where time delay and volume data should be captured

By collecting data on document handling processes at border posts it can be determined if delays are caused by truck drivers, clearing agents, customs or other officials. There are various reasons for replacing manual data capturing with semi-automated digital data capturing.

Table 158: Reasons for automated capturing of digital data



Traditional manual data collection	Automated data collection system
Data could easily be lost	Minimises the possibility of human error
More susceptible to human error	More controlled data collection
Data can easily be tampered with	Data is more secure (Electronic format)

The table software supports the following functions for data capture:

- Selection of standard steps in process flow.
- Create a new Entry by selecting a New Form Entry.
- Completing a Form by filling in selected fields.
- Entry Options, e.g. Done, Save, Discard

After all Entries have been completed the form is finalized in the Form Completion section. A specific form is shared by selecting Share in the Communicate section.

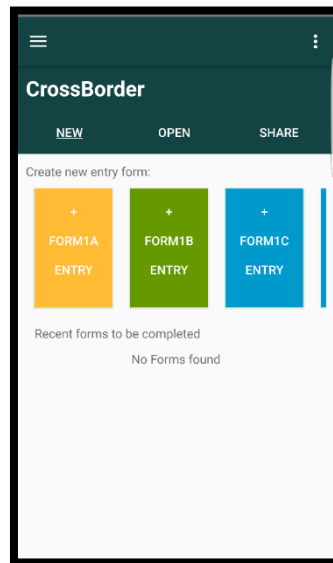


Figure 58: Opening screen of the border survey tablet software

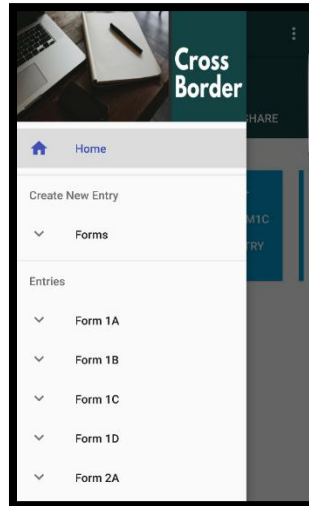







Figure 59: Screen for selecting a specific type of form

FORM 1 A: Traffic Count & OD Survey Commercial Vehicles															
Border Station:										Date:					
Survey Time Period:					Start:		Finish:				Weather Conditions:		Rainy	Cloudy	Clear
Count or Queue Time	Entry Time	Vehicle	Registration No:	Nationality of Vehicle	Vehicle Type					Origin From	Destination To	Commodity	Cargo Origin	Tonnage	
					 Containerized Truck e.g. 1 x 40' or 2 x 20'	 Fuel Tanker	 Break Bulk	 Medium Truck	 Light Truck						Any other type of vehicle greater than a mass of 3500 kg Other

7.2.2 Truck driver feedback Smartphone application

The Truck Driver Smartphone application is a tool that can be used for truck driver interaction and information, although not used in this project.

It was developed to support the capturing of incidents and events while in transit and to communicate such information to a back office. Figure 61 and Table 159 provides a high-level overview of how this application interfaces with the rest of the system.

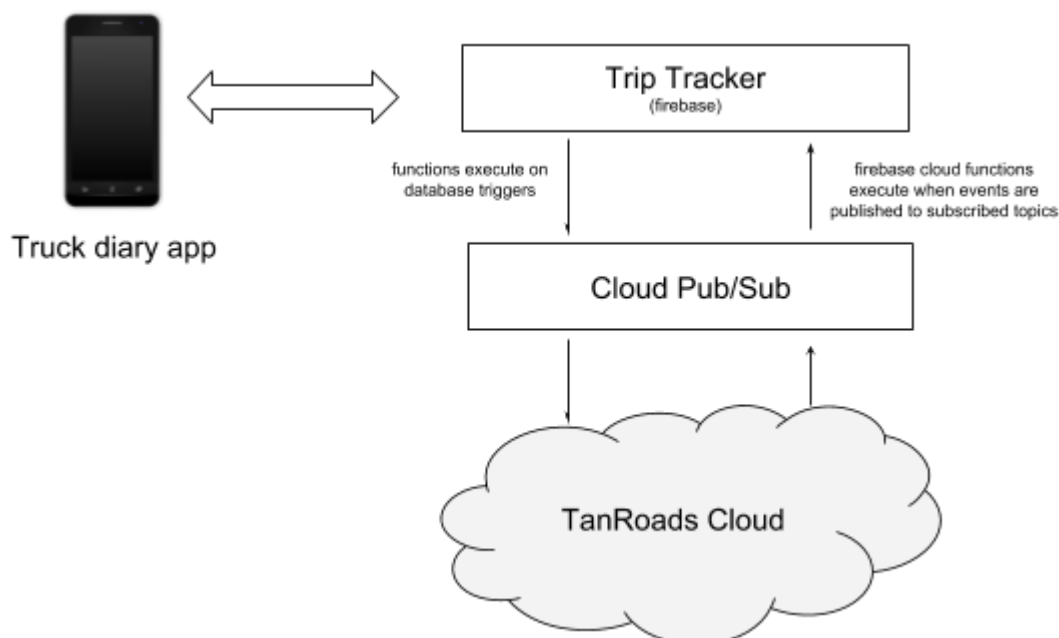


Figure 61: Truck driver Smartphone application

Table 159: States for the Smartphone truck driver application

State	Description
Initialising	This initialising state is when the driver creates a new trip and fills in some information pertaining to the trip. E.g. destination, route, etc.
Active	The active state is when the driver has started a trip and is heading towards the specified destination.
Cancelled	The application reaches the cancelled state is when a driver chooses to cancel a trip while the trip is active.
Completed	The application reaches the completed state when the truck has delivered the cargo to the specified destination.

In Figure 62 to Figure 67 below the primary screens for providing feedback on incidents are displayed; in some case the lower-level details of how selection can be made and times entered are also shown. The last figure displays an incidents report of a completed trip.

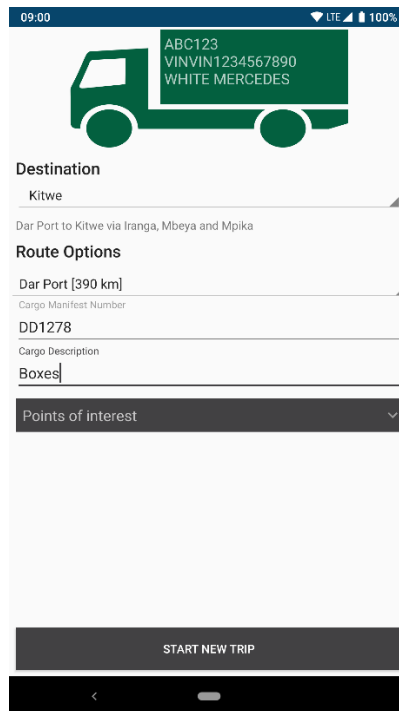


Figure 62: Selection of Route Options

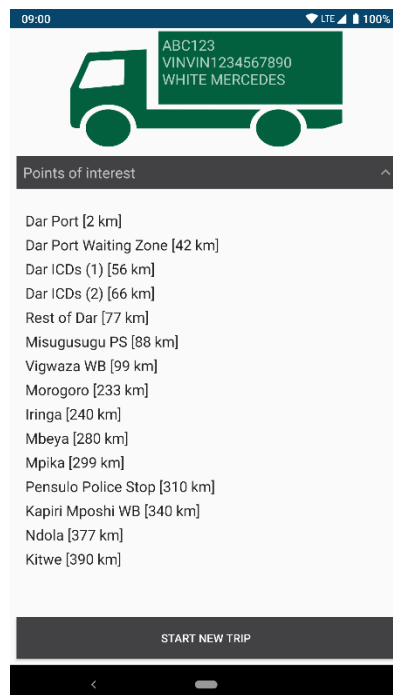


Figure 63: Displaying Point of Interest along selected route

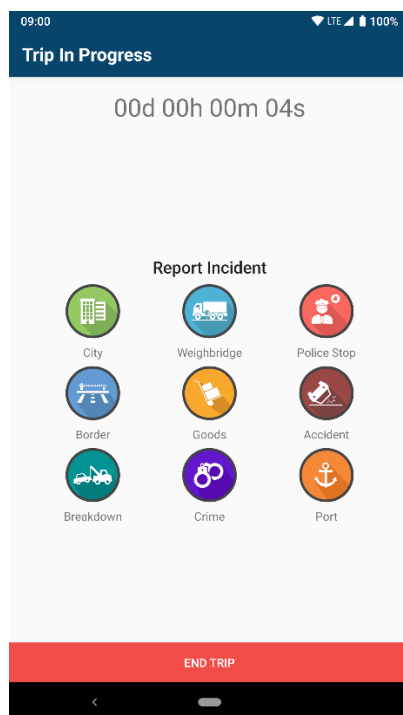


Figure 64: Truck Driver App Main Menu

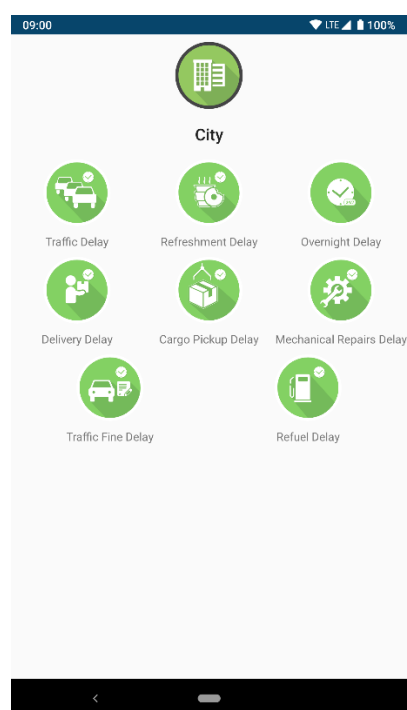
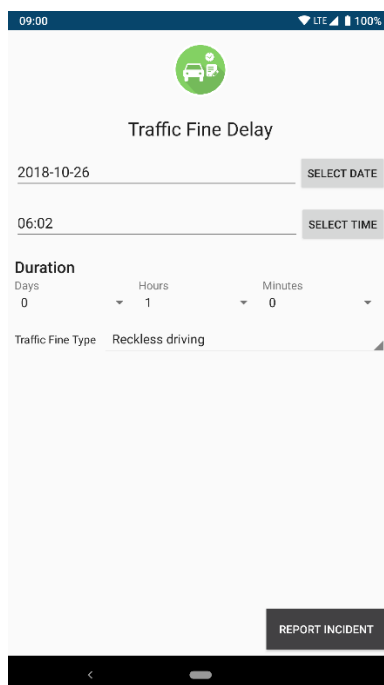



Figure 65: Truck Driver App City Menu



09:00 LTE 100%



Traffic Fine Delay

2018-10-26 SELECT DATE

06:02 SELECT TIME

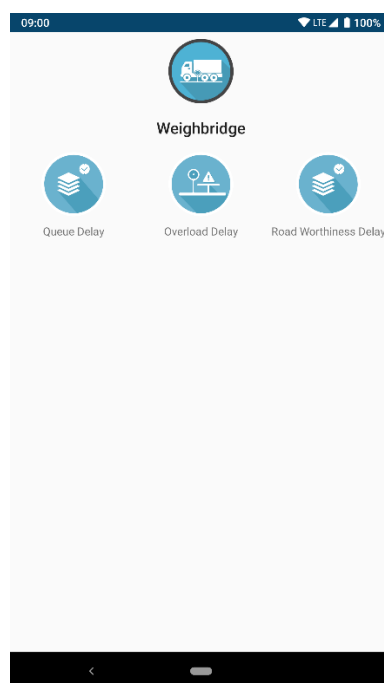
Duration

Days 0 Hours 1 Minutes 0


Traffic Fine Type Reckless driving

REPORT INCIDENT


Figure 66: Example of City Event Details




09:00 LTE 100%



Weighbridge

 Queue Delay

 Overload Delay


 Road Worthiness Delay

Figure 67: Truck Driver App Weighbridge Menu

7.2.3 Corridor performance monitoring dashboard

Another tool that can be used is the KPI Dashboard, that provides for display of information at different levels:

- Profiles: this provides information on specific entities, e.g. a specific CFA; due to confidentiality considerations some of this data may only be accessible to individual participants and for their own operations. In such cases each CPMS participant will therefore be able to view customised KPIs extracted from the data that it supplied.
- Dashboard: this provides aggregate results over all participant data that fall within a specified category (e.g. all CFAs).
- Reports: this format allows summaries of selected outputs in the format of a pdf document.

The figure below displays the current lay-out of the main KPI Dashboard access screen.

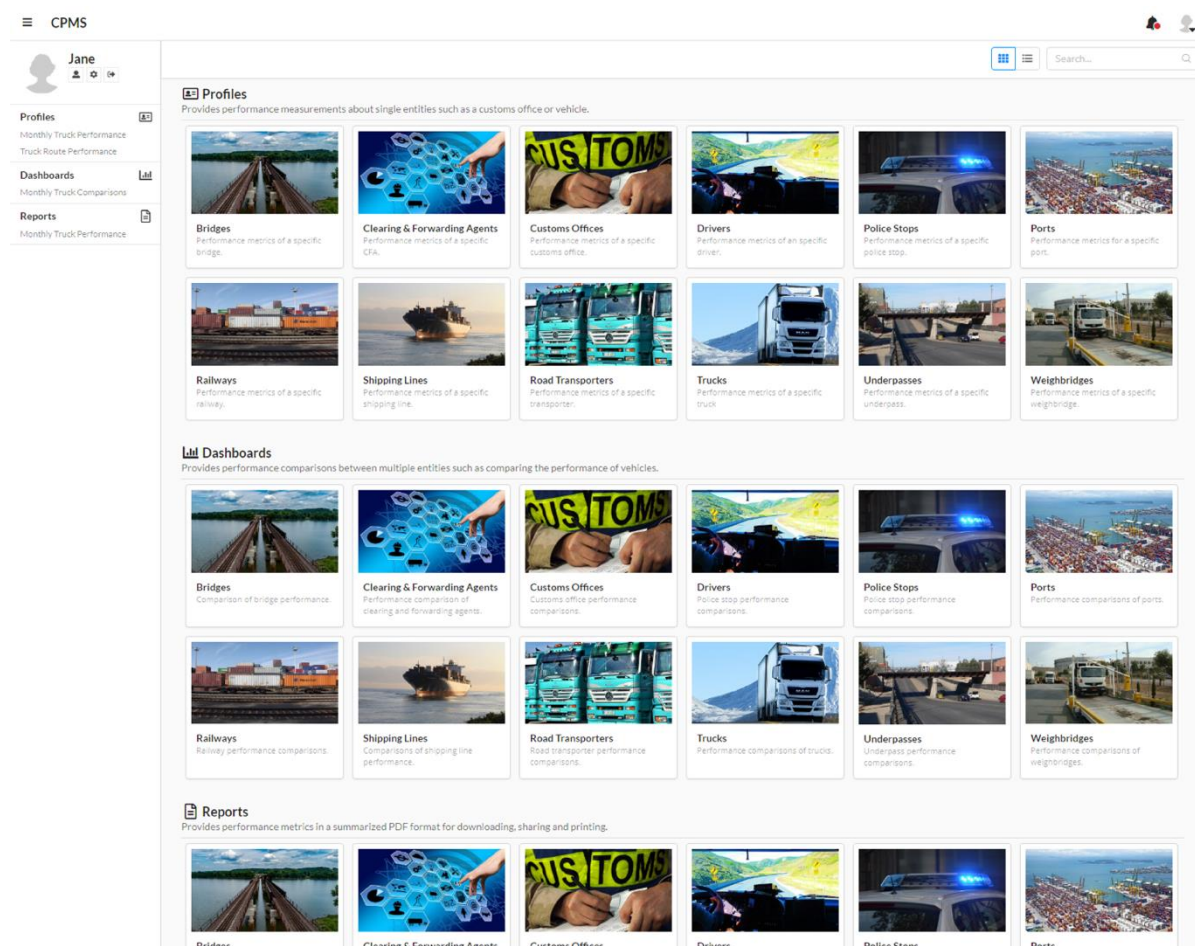


Figure 68: Overview of KPI Dashboard structure

When information of a specific entity (e.g. a truck) is selected, it is possible to display the geographical context for that data, e.g. the location of the home depot for that truck, in addition to KPI information for that entity. An example of such a display is shown in the figure below.

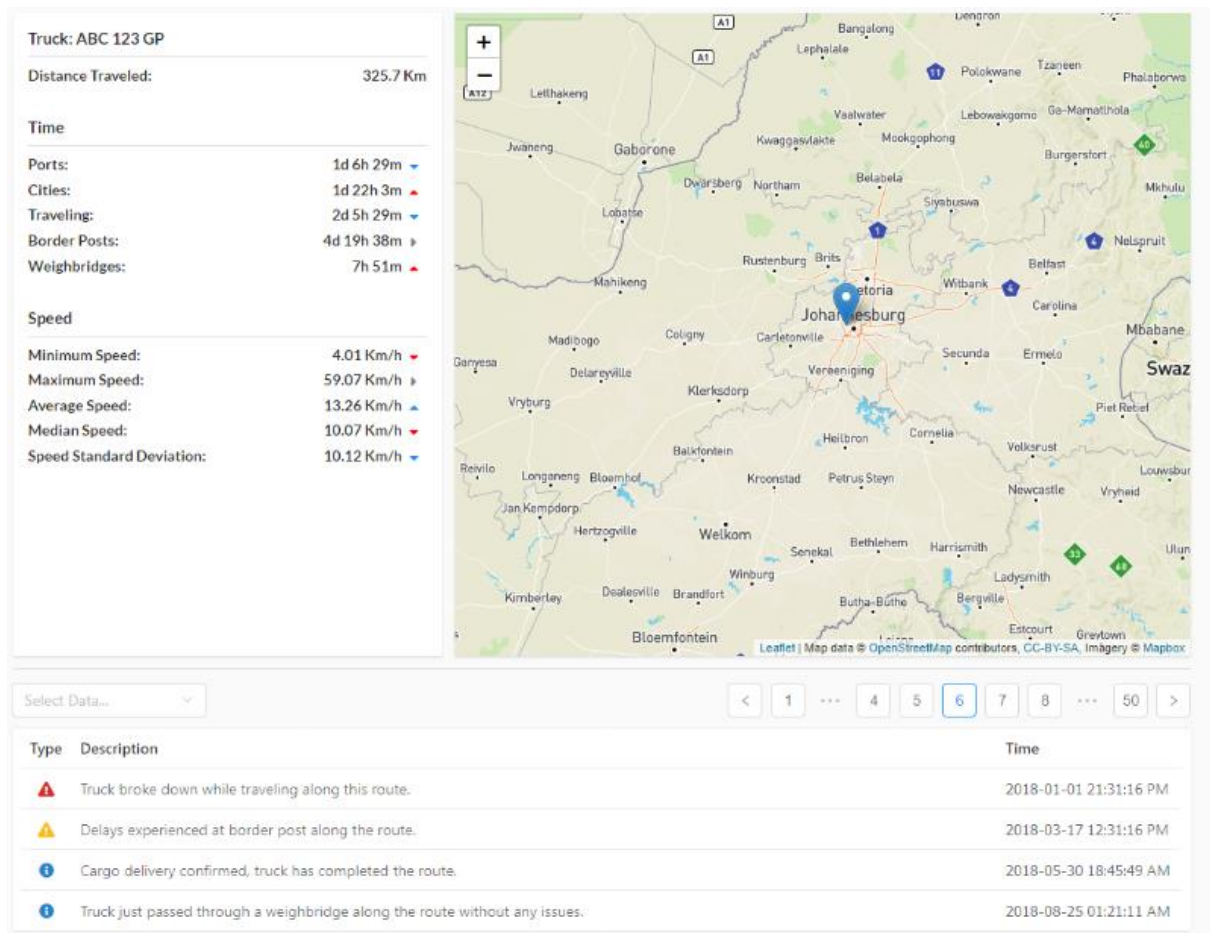


Figure 69: Display of geographical context for KPI data

Similarly, when a route has been selected that route will be displayed on a map, in addition to KPI information relevant to that route. This will allow the user to understand the geographical context of information that is requested.

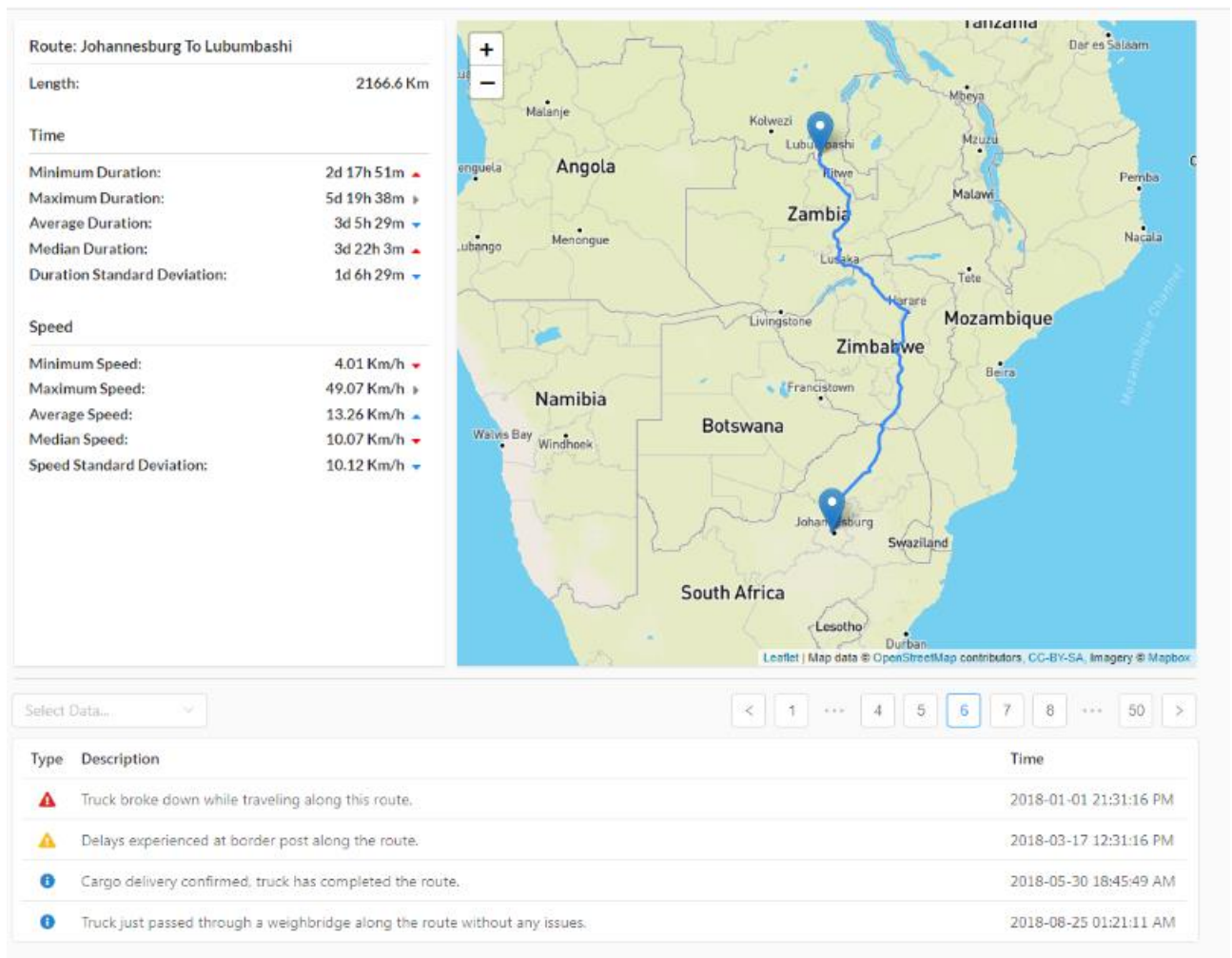


Figure 70: Example of display of selected route and related information

The dashboard supports a wide variety of graphical display options. In many cases the KPIs to be displayed are aggregated from many contributions, e.g. all incidents relevant to an end-to-end route that is the aggregate of incidents occurring in cities, at weighbridges, police stops, border posts, ports, etc. In such cases it will be useful to see all information in combination, and to have the option to switch off some components that are not relevant in the specific case. The figure below displays an example of such aggregated KPI information in the form of a bar chart.

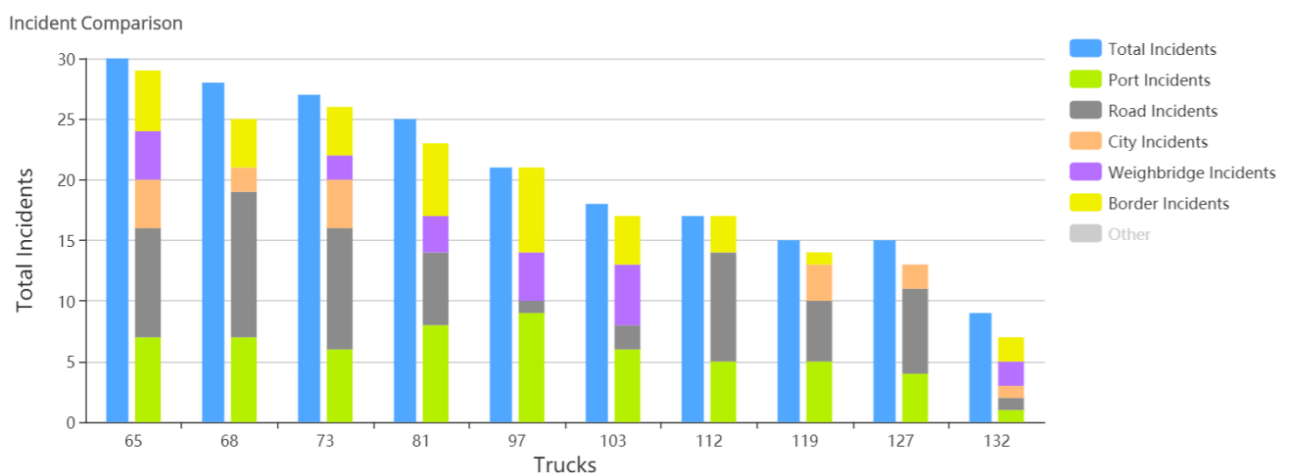


Figure 71: Example of bar chart display composed of several contributing components.

7.2.4 Frequent traveller feedback website

The Frequent Traveller Website has been developed for hosting in the cloud. It provides for all types of feedback as per the Design Review Report. The login procedure is similar than for the KPI Dashboard, requiring a unique email address and password. The date on which feedback is provided is automatically captured.

Feedback is provided by first selecting the type of corridor element, as displayed in the figure below. Once a selection has been made, the relevant list of feedback topics is made available for selection, as shown below. In each case the user can select between different response options that are provided for; this will prevent end-users from providing feedback that is difficult to decipher. In cases where the provided options do not allow sufficient details, the user can type in a comment.

Home	Feedback - Ports		
Port	<i>Feedback date</i>	<i>Description</i>	
Road Transport	2018-10-18		
Railways	<i>Subject</i>	<i>Response</i>	<i>Comment</i>
Police	Delay times		
Customs	Origin and Destination		
Immigration	Ship Visits		
Logout (Alwyn.Hoffman@nwu.ac.za)	Cargo handling		
	Security Measures		
	Charges		
	Submit		

Figure 72: Example of Frequent Traveller Feedback Website screen

7.3 Recommendations

Based on the above discussions, the following recommendations are made:

- All border surveys should in future be conducted using a tablet software-based survey tool, as this improves the accuracy of captured data and enables fast processing of results post the survey;
- road transport operators should be recruited through their industry associations to start using the Smartphone-based truck driver feedback tool, as this will be a valuable source of information about corridor problems;
- each corridor should be supported by a Transport Observatory or similar entity that includes a KPI dashboard displaying relevant data on cargo and vehicle movements, including traffic volumes

and time delays. This will generate valuable data about corridor performance levels, deviations from desired performance and identification of the underlying causes; and

- there should be a Frequent Traveller Feedback website for each corridor, allowing all stakeholders to provide feedback about relevant issues related to corridor infrastructure and services. This will generate valuable data about problems that are experienced and the level of user satisfaction with each corridor and each infrastructure and service provider.

8. Improving corridor performance

8.1 Introduction

This final chapter will identify and summarize the bottlenecks on trade flow on the 4 corridors serving Malawi, followed by recommendations on how the corridor performance can be improved, based on a variety of interventions. These will be separated according to Malawi-specific recommendations vs improvements on a more regional scale.

This will be followed by an Action Plan for implementation of the recommendations. However, to structure the recommendations in a sensible manner it is necessary to define our methodology for doing so. The focus of the next section is to summarize an approach to structuring recommendations designed to enhance the performance of the four corridors serving the Malawian market. It is stressed that many of the recommendations are outside the control of the Malawian government, which is why these are split between national and regional interventions.

8.2 Methodology to Structure Recommendations for Enhancing Corridor Performance

SADC's main supply chains for all commodities are predominantly the road corridors linking SADC's agricultural production and manufacturing areas with the major ports. To improve logistics along the corridors, and so reduce costs of production and improve competitiveness, both infrastructure, including ports, border crossings, road, rail, warehousing and inland container depots (ICDs) and logistics systems (sometimes referred to as soft infrastructure) will need to be improved.

The World Bank's Logistics Performance Index, (LPI) measures the relative positions of countries in terms of how well they are performing against each other. The LPI is derived by assessing relative scores of each country using six indicators, which are:

- the efficiency of customs and border management clearance;
- quality of trade- and transport-related infrastructure;
- ease of arranging competitively priced international shipments
- competence and quality of logistics services;
- ability to track and trace consignments; and
- the frequency with which shipments reach consignees within the scheduled or expected delivery time.

The next table gives the scores and ranks from the World Bank's 2014 Logistics Performance Index for SADC countries. The index ranges from 1 to 5 with a higher score representing better performance. 2014 is the latest year for which updated LPI information is available for all of the SADC countries. The 2016 and 2018 LPI have information for some, but not all, SADC countries.

SADC countries score relatively badly against other countries in the World. South Africa, ranking 34 out of 160 countries, is the only country in SADC within the top one hundred performing countries in

the world, meaning that all SADC countries, except South Africa, are in the bottom 50%, and often in the bottom 25% of the LPI. In 2014, all SADC countries except South Africa and Malawi were in the bottom 30% of the LPI index and so are amongst the worst performing countries in terms of logistics.

Table 160: World Bank's Logistical Performance Index for SADC Countries (2014)

Country	Score	Overall	(1)	(2)	(3)	(4)	(5)	(6)
South Africa	score	3.43	3.11	3.20	3.45	3.62	3.30	3.88
	rank	34	42	38	25	24	41	33
Malawi	score	2.81	2.79	3.04	2.63	2.86	2.63	2.99
	rank	73	62	48	108	70	100	100
Angola	score	2.54	2.37	2.11	2.79	2.31	2.59	3.02
	rank	112	114	140	84	128	103	96
Mauritius	score	2.51	2.25	2.50	2.63	2.48	2.34	2.88
	rank	115	128	91	109	110	133	110
Botswana	score	2.49	2.38	2.23	2.42	2.58	2.40	2.94
	rank	120	112	125	129	99	127	103
Zambia	score	2.46	2.54	2.31	2.13	2.47	2.47	2.91
	rank	123	86	115	152	114	120	105
Comoros	score	2.40	2.58	2.30	2.51	2.26	2.37	2.37
	rank	128	81	117	119	134	128	154
Madagascar	score	2.38	2.06	2.15	2.38	2.33	2.29	3.07
	rank	132	144	136	133	127	138	89
Lesotho	score	2.37	2.22	2.35	2.48	2.23	2.35	2.60
	rank	133	129	110	122	137	132	139
Zimbabwe	score	2.34	1.89	2.25	2.25	2.50	2.22	2.93
	rank	137	154	123	143	108	143	104
Tanzania	score	2.33	2.19	2.32	2.32	2.18	2.11	2.89
	rank	138	135	114	137	145	150	107
Mozambique	score	2.23	2.26	2.15	2.08	2.10	2.08	2.74
	rank	147	126	135	154	153	152	134
DR Congo	score	1.88	1.78	1.83	1.70	1.84	2.10	2.04
	rank	159	158	156	160	158	151	159

Source: Afrieximbank, 2021 from <https://lpi.worldbank.org/international/global/2014>

This implies that Africa needs improved infrastructure to improve its logistical performance, which is necessary if Africa is to attain levels of economic growth that will lift Africans out of poverty. However, improving infrastructure is not the ultimate goal. The real challenge is to use infrastructure to provide efficient logistics services. Africa needs roads and railway lines but this infrastructure does not guarantee that transport logistics will improve. Logistics cannot be improved without improving infrastructure but unless infrastructure leads to improved logistics being delivered then the infrastructure itself will not solve any of Africa's economic development challenges. It is important to improve infrastructure, but it is equally important to develop and deliver trade, transport and transit facilitation programmes together with the infrastructure.

Most SADC countries are either members of the World Trade Organisation (WTO) or are in accession to the WTO. One of the most important, if not the most important, outcome of the Doha Development round of trade negotiations has been the ratification and adoption of the Trade Facilitation Agreement, which outlines modalities to implement Articles V, VIII and X of the General Agreement on Tariffs and Trade. The TFA has 12 articles that address notifying, publishing and implementing trade facilitation instruments. Trade Facilitation is also addressed in the Agreement establishing the Africa Continental Free Trade Agreement (AfCFTA). Annex 3 of the Protocol on Trade in Goods of the AfCFTA Agreement addresses Customs Co-operation and Mutual Administrative Assistance and Annex 4 addresses Trade Facilitation. Both of these AfCFTA annexes follow the WTO's Trade facilitation agreement and are considered to be WTO+, meaning that they go beyond the provisions of the WTO. Annex 3 covers state parties' cooperation in all areas of customs administration while Annex 4 addresses how state parties can simplify and harmonise international trade procedures and logistics to expedite importation, exportation and transit processes, including how to expedite the movement, clearance and release of goods including goods in transit across borders within state parties.

The COMESA-EAC-SADC Tripartite Free Trade Agreement also has, as one of its programmes, the Tripartite Transport and Transit Trade Facilitation Programme (TTTFP), which has developed model laws and regulations and instruments to simplify and harmonise cross-border transport and transit trade. The main instruments of the TTTFP are a Vehicle Load Management Agreement and a Cross Border Road Transport Agreement. The TTTFP allows COMESA-EAC-SADC Tripartite countries to comply with international standards and to reduce the costs of cross-border transport by simplifying and harmonizing procedures. (See Chapter 2 above)

Finally, transport and transit corridors are defined by their weakest links. For example, on the North-South Corridor, if the infrastructure and trade facilitation systems in South Africa are very good but are not good in Zimbabwe and Zambia then the costs of trade and transport along the North-South Corridor and into DR Congo will continue to be high. The management of trade, transport and transit corridors can, therefore, only be done on a regional basis. These corridor management systems could be done through the Regional Organisations but this has proved to be an inefficient and ineffective way of managing corridors, presumably because corridor management is only a priority of the few members of the Regional Organisation that benefit from the corridor.

Therefore, in the SADC region, the trend has been to set up corridor management agencies and agreements such as the (now defunct) Maputo Corridor Logistics Initiative (MCLI), the Walvis Bay Corridor Group (WBCG), the (now defunct) Dar es Salaam Corridor Committee (DCC) and the Central Corridor Transit Transport Facilitation Agency (CCTFA). There have been unsuccessful attempts to establish a Corridor Management Authority (CMA), based on an intergovernmental agreement, for the North South Corridor (NSC) and nascent effort to establish a CMA for the Beira and Nacala Corridors have not tracted.

We have used components of infrastructure, trade facilitation, transit and transport facilitation and corridor management systems as a framework to carry out a gap analysis of the SADC transport and transit corridors along which most trade to and from Malawi takes place. The framework used and the issues to be addressed to ensure implementation of an efficient freight logistics system along the SADC Corridors are given in tabular form in the next table.

The main delays in transit and transport are at the borders and to address border delays it is suggested that all countries implement the WTO Trade Facilitation Agreement¹¹ or at least the Articles that relate to customs procedures at, or behind, the border and so further the implementation of coordinated border management (CBM). This implies implementation of at least the following components of the WTO-TFA need to be focus on any reform programme, which is why they are depicted in the table overleaf:

Article 3 (Advance Rulings) - Each Member shall issue an advance ruling in a reasonable, time-bound manner to the applicant that has submitted a written request containing all necessary information. An advance ruling is binding for the period the advance ruling is valid.

The most relevant sub-articles of Article 7 include:

- Article 7.1 – Pre-arrival Processing: Adopt procedures allowing for the submission of import documentation and other required information, including manifests, to allow processing pre-arrival. Need to do this electronically.
- Article 7.2 – Electronic Payment: Allow electronic payment for duties, taxes, fees, and charges.
- Article 7.3 - Separation of Release from Final Determination of Customs Duties, Taxes, Fees and Charges: Allow the release of goods prior to the final determination of customs duties, taxes, fees, and charges.
- Article 7.4 - Risk Management: Adopt a risk management system for customs control.
- Article 7.5 - Post-clearance Audit: Adopt or maintain post-clearance audit to ensure compliance with customs and other related laws and regulations.
- Article 7.7 - Trade Facilitation Measures for Authorized Operators: Trade facilitation measures related to import, export, or transit formalities and procedures to operators who meet specified criteria for Authorized Economic Operators.

¹¹ Trade Facilitation is also addressed in the Agreement establishing the Africa Continental Free Trade Agreement (AfCFTA). Annex 3 of the Protocol on Trade in Goods of the AfCFTA Agreement addresses Customs Co-operation and Mutual Administrative Assistance and Annex 4 addresses Trade Facilitation. Both of these AfCFTA annexes follow the WTO's Trade facilitation agreement and are considered to be WTO+, meaning that they go beyond the provisions of the WTO.

- Article 8 - Border Agency Coordination: Ensure coordination between national border agencies.
- Article 9 - Movement of Goods Intended for Import Under Customs Control - Allow goods intended for import to be moved within its territory under customs control from a customs office of entry to another customs office in its territory from where the goods would be released or cleared.
- Article 10.4 – Single Window: Establish or maintain a single window enabling traders to submit documentation and/or data requirements for importation, exportation, or transit of goods through a single entry point and notified through the single window.
- Article 11 - Freedom of Transit: The rules that apply to transit traffic are designed to ensure that a country does not impose addition charges on transit traffic, so that transit charges should just cover administrative charges and costs of services provided; rules should be based on MFN and National Treatment rules and should be no more burdensome than necessary; and Members are encouraged to provide physically separate infrastructure for transit traffic.
- Article 12 – Customs Cooperation.

Table 161: Issues to Address to Implement an Efficient Freight Logistics System

Infrastructure	Trade Facilitation (TFA Articles)	Transit/Transport Facilitation	Management Systems
Road: Roads that make up SADC's main corridors are mainly in reasonable to good condition. Ideally, this assessment should be based on the international roughness index (IRI) of the road but the classification is usually based on a visual assessment because of the lack of HDM4 data.	Article 3 - Advance Rulings. An advance ruling is binding for the period the advance ruling is valid.	System to manage vehicle loads: definition of GVM and axle loads.	Corridor Management Authority
Rail: Cape Gauge rail. Track in reasonable condition apart from few sections. Poor management.	Article 7.1. Allow submission of import documentation to allow processing pre-arrival. Need to do this electronically.	Regulations on cross-border road transport and cabotage	Cross-Border Road Transport Agreement
Warehousing and ICDs: Few non-private ware-houses or ICDs.	Article 7.2. Allow electronic payment for duties, taxes, fees, and charges.	Regulations on transport of dangerous goods	Cross-Border Rail Transport Agreement
Ports: Port infrastructure improving and not usually a main bottleneck	Article 7.3. Allow the release of goods prior to the final determination of customs duties, taxes, fees, and charges.	Regulations on transport of abnormal loads.	Bilateral/regional OSBP legislation and regulations
Border Posts: Need adequate infrastructure to ensure CBM can be implemented efficiently.	Article 7.4 - Risk Management Adopt a risk management system for customs control.	Vehicle standards and dimensions	CBM legislation and regulations

Infrastructure	Trade Facilitation (TFA Articles)	Transit/Transport Facilitation	Management Systems
	Article 7.5. Adopt or maintain post-clearance audit to ensure compliance with customs and other related laws and regulations.		
	Article 7.7 - Trade Facilitation Measures for Authorized Operators.		
	Article 8 - Border Agency Coordination. Ensure coordination between national border agencies.		
	Article 9 - Movement of Goods Intended for Import Under Customs Control.		
	Article 10.4 – Single Window		
	Article 11 - Freedom of Transit. Transit charges should just cover administrative charges and costs of services provided.		
	Article 12: Customs Cooperation		

As part of the TFA notification process countries have to categorize the TFA Article and sub-Articles into Category A, B and C where:

- Category A – are measures which can be implemented immediately by the country concerned.
- Category B – are measures where a country needs more time than the time agreed to by all members to implement that particular instrument.

- Category C – are measures where a country will need technical assistance and capacity building and more time to implement the measures.

The next table shows the categorization of that instrument as A, B or C and, if B or C, then the definitive date that the country has indicated that the instrument would be implemented by. No country, not even South Africa, considers itself able to implement all the TFA instruments necessary to implement CBM in an efficient manner. For all other corridor countries, including Malawi, many of the instruments essential for CBM to work are either categorized as category B (measures where a country needs more time than the time agreed to by all members to implement that particular instrument) or category C (measures where a country will need technical assistance and capacity building and more time to implement the measures).

Countries that are furthest behind in terms of implementing trade facilitation measures have not categorized TFA instruments into either B or C and have left the date of implementation as “to be determined” which implies that they realize they have challenges but are yet to determine how to address these challenges, how long it will take to address these challenges and whether they will need external assistance to address the challenges that are still to be fully defined.

The relevance of the Trade Facilitation Agreement implementation matrix that is shown in the next table is that unless a country has the necessary trade facilitation measures in place to allow it to implement at least coordinated border management, then building infrastructure, whether this is a One-Stop-Border-Post (OSBP) or upgrades to a 2-Stop Border Post, will not make the border more efficient. This is because the services that are supposed to be provided using the new infrastructure will not be able to be delivered because of “soft” infrastructure constraints and challenges.

Table 162: WTO-TFA Instruments Needed for Effective CBM Implementation

TFA Article	Description	Country														
		South Africa	Botswana	Zimbabwe	Zambia	Malawi	Tanzania ¹²	Angola	Mozambique	DR Congo						
							Definitive Date	Category	Definitive						Definitive Date	
3	Advance Ruling	2018/01/22	2018/01/22	2018/01/22	2018/01/22	2018/01/22	TBD			2018/01/22	2018/01/22	2018/01/22	2018/01/22	2018/01/22	20/08/19	

¹² Tanzania has only notified Category A provisions which are to have been implemented upon entry into force of the Agreement. The assumption must be that the other instruments outlined in the Table are either Category B or Category C provisions.

TFA Article	Description	Country									
7.1	Pre-Arrival Processing	A	A	A	B	C	A		A	A	B
		3	1	/	1	2	2		3	1	2
		1	/	1	/	2	2		1	/	2
		1	1	1	1	1	1		1	1	1
		2	2	2	2	2	2		2	2	2
		2	2	2	2	2	2		2	2	2
		1	1	1	1	1	1		1	1	1
7.2	Electronic Payment	A	A	A	B	C	A		A	A	B
		3	1	/	1	2	2		3	1	2
		1	/	1	/	2	2		1	/	2
		1	1	1	1	1	1		1	1	1
		2	2	2	2	2	2		2	2	2
		2	2	2	2	2	2		2	2	2
		1	1	1	1	1	1		1	1	1
7.3	Separation of Release from Final Determination of Customs Duties	A	A	A	A	B	B	TBD	T	B	B
		3	1	/	1	2	2		3	1	2
		1	/	1	/	2	2		1	/	2
		1	1	1	1	1	1		1	1	1
		2	2	2	2	2	2		2	2	2
		2	2	2	2	2	2		2	2	2
		1	1	1	1	1	1		1	1	1

TFA Article	Description	Country									
7.4	Risk Management			3		3	3				
				1		1	1				
				/		/	/				
				1		1	1				
		A - C		A - C		C	C	TBD		T	
				2		2	2			C B A - B	20/08/19
				/		/	/			D	
				2		2	2				
				2		3	5				
7.5	Post Clearance Audit			3		3	3				
				1		1	1				
				/		/	/				
				1		1	1				
		A - C		A - C		C	C	TBD		A - A - B	20/08/19
				2		2	2				
				/		/	/				
				2		2	2				
				2		7	5				
7.7	Trade Facilitation Measures for Authorised Operators			3	3	3	3				
				1	1	1	1				
				/	/	/	/				
				1	1	1	1			T	
		A - C		B	B	C	C	TBD		C B A - B	20/08/19
				2	2	2	2			D	
				/	/	/	/				
				2	2	2	2				
				3	1	2	4				

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TFA Article	Description	Country											
				2	2	2	2						
				/	/	/	/						
				2	2	2	3						
				3	0	0	0						
12	Customs Cooperation				3		3						
					1		1						
					/		/						
					1		1						
		A -	A -	B	A -	C	A -						
					2		2						
					/		/						
					2		3						
					0		8						

Source: Econogistics (Derived from the Trade Facilitation Agreement notifications)

The main delays to transport on all SADC transport and transit corridors are at border posts and these delays can account for more than half of the journey time, even more if more than one border has to be crossed, of a “normal” trip. The main cause for the delays at border posts is the inability to start processing a final clearance or removal in bond or removal in transit until the goods physically arrive at the border. Then when the goods do arrive at the border post delays occur because of weaknesses in the processing of clearance or transit documents; multiple inspections; multiple forms to be completed, often requiring the same information, for different border agencies; and a lack of trust between the Customs, the Other Government Agencies, the transporters and the importers and exporters and their agents, resulting in no or limited risk assessment being implemented. The solution to these delays is implementation of a Coordinated Border Management (CBM) system or an Integrated Border Management (IBM) system¹³.

A OSBP provides the physical infrastructure and the Standard Operating Procedures (SOPs) that allow CBM to be implemented. However, before a decision is taken to invest in the physical infrastructure of an OSBP there needs to be an assessment of whether the infrastructure will be used effectively. An OSBP works best if one countries share import/export data; if there are joint inspections, when inspections are necessary; if there is full cooperation between national border agencies and between Customs between the two countries concerned. These specific issues are addressed under the framework of the World Trade Organization’s Trade Facilitation Agreement (TFA) which all SADC member states, as members of the WTO or observers, are obliged to implement.

One of the main causes of delays at border posts is the failure of most countries to utilize risk assessment effectively. Risk assessment is designed to categorize economic operators (traders, drivers, agents and so forth) into those that are high risk (so operators whose activities and transactions need to be checked in detail) and those that are low risk (so operators whose activities and transactions do not need to be checked) and medium risk (so operators whose documents need to be checked). High risk operators take a long time to clear through a border (because their documents need to be scrutinized in detail and their cargos need to be scanned and possibly physically inspected) whereas low risk operators cross very quickly. If an effective and efficient risk assessment is not in place, it precludes the use of other trade facilitation measures such as Pre-Clearance, Post Clearance Audits, Authorised Economic Operator (AEO) or preferred trader schemes, Separation of Release from Final Determination of Customs Duties, Border Agency Cooperation and Customs Cooperation.

Border control agencies, and particularly Customs, usually staff their border posts according to a percentage of high risk operators they expect to deal with. Normally, Customs would expect about 20 per cent of trucks coming through a border to be high risk so, if an average of 400 trucks use the border, Customs would have enough Customs Inspectors to physically inspect 80 trucks a day, which,

13 The difference between the two systems is whether Customs and other government agencies (OGAs) coordinate with each other or are integrated into one agency. In Africa, countries tend to aspire to a coordinated approach while in Europe and the USA, Customs, Immigration and OGAs are integrated into a UK style “Border Force” or USA style “Border Protection Agency”.

in this case, would be 3-4 Inspection Staff. However, because Customs do not use the Risk Assessment instruments, mainly because they are under huge pressure to meet revenue targets and are of the opinion that risk assessments do not catch tax evaders, up to 80% of trucks can be designated as high risk. The number of Customs Inspectors remain the same so not only is cargo delayed by inspections, it is further delayed because an inspection queue builds up. The solution to this would be to assist Customs to adequately profile economic operators (some Customs agencies don't do any profiling of economic operators and base their risk assessment on the classification of goods only, so risk assessment will not work in this case) and to rely more on post clearance audits and pre-arrival clearances and an operational AEO scheme.

In summary, these logistics functions of service delivery of trade infrastructure, the trade facilitation regime, the transit/transport facilitation regime and management systems are component parts of Transit and Transport Corridors and, by analysing infrastructure gaps, implementation of trade facilitation measures and implementation of transit and transport facilitation measures one can get a reasonable assessment of what needs to be "fixed" if developing countries in Africa, such as Malawi, are to improve their logistics performance.

8.3 Major barriers to trade on the Malawi corridors

The purpose of this section of the report is to identify the major barriers to trade on the Dar Es Salaam, Nacala, Beira and Durban Corridors that service the Malawian market. The focus of the recommendations is on trade and transit-transport facilitation along these routes, which does not include the full transport system of each corridor. It is useful to keep in mind that "Trade Facilitation refers to the streamlining, simplification, integration, harmonization and standardization of international trade and transport procedures, processes and documentation to allow for easier flow of persons, means of transport, goods, services and trade at both national and international level. It includes the removal of all physical and non-physical barriers that hinder trade and transport including infrastructure constraints, laws, policies, regulations, systems, standards and procedures".

The following table presents a summary matrix that depicts the basic architecture of the data-capture framework for key issues relating to infrastructure development, trade facilitation, sanitary and phyto-sanitary (SPS) / technical barriers to trade (TBT), transit-transport facilitation and management systems. These categories of trade barriers have been distilled from the above analysis. The framework is used to capture the issues that will inform the identification of the major barriers to trade on the Dar Es Salaam, Nacala, Beira and Durban Corridors that service the Malawian market.

Table 163: Matrix to Structure the Capture of Major Trade Barriers on Corridors Servicing the Malawian Market

Infrastructure Development	Enhanced Trade Facilitation (a)	Reduced Use Of Sanitary & Phyto-Sanitary (SPS) and Technical Barriers To Trade (TBT) Measures (b)	Improved Transit-Transport and Immigration Procedures	Strengthened Management Systems To Enhance Corridor Competitiveness
<i>Maritime Ports:</i> Condition, capacity and performance key to corridor competitiveness	<i>Article 3:</i> Provides for advance rulings that are binding for a stipulated period.	Legal and Regulatory Framework for Trade in Botswana, including for SPS & TBT.	Level of alignment in system to manage Vehicle Loads, including the definition of Gross Vehicle Mass (GVM) & Axle Loads.	Structure, Function and Performance of a Corridor Management Institution.
<i>Road Networks:</i> Coverage and condition key to corridor competitiveness	<i>Article 7.1:</i> Provides for the submission of import documentation to allow electronic pre-arrival processing.	Legal and Regulatory Framework for Trade in Malawi, including for SPS & TBT.	Alignment in regulations on Cross-Border Road Transport and Cabotage.	Structure, Functioning and Performance of Cross-Border Road Transport Agreement.
<i>Rail Networks:</i> Condition, capacity and performance key to corridor competitiveness	<i>Article 7.3:</i> Provides for the release of goods prior to the final determination of duties, taxes, fees & charges.	Legal and Regulatory Framework for Trade in Mozambique, including for SPS & TBT.	Alignment in regulations on the transport of Dangerous Goods.	Structure, Functioning and Performance of Cross-Border Rail Transport Agreement.
<i>Freight Terminals:</i> Location, inter-connection, condition and capacity key to corridor competitiveness	<i>Article 7.4:</i> Provides for the adoption & maintenance of a Risk Management System for Customs Control.	Legal and Regulatory Framework for Trade in South Africa, including for SPS & TBT.	Alignment in the regulations on the transport of Abnormal Loads.	Structure, Functioning and Performance of Bilateral (or Multilateral) One Stop Border Post (OSBP) Legislation and Regulations.
<i>Border Posts:</i> Needs adequate physical infrastructure to house personnel and ICT systems for data storage/exchange	<i>Article 7.5:</i> Provides for the adoption or maintenance of post-clearance audit to ensure compliance with Customs & other related Laws & Regulations.	Legal and Regulatory Framework for Trade in Tanzania, including for SPS & TBT.	Alignment in Vehicle Standards & Dimensions.	Structure, Functioning and Performance of Coordinated Border Management (CBM) Legislation & Regulations.
<i>Weighbridges:</i> Design that enables effective weighing of vehicles, and prevents bottlenecks and queues	<i>Article 7.7:</i> Provides Trade Facilitation Measures for Authorized Operators.	Legal and Regulatory Framework for Trade in Zambia, including for SPS & TBT.	Harmonised Immigration Procedures.	
	<i>Article 8:</i> Promotes Coordination between National Border Agencies within and between border states.	Legal and Regulatory Framework for Trade in Zimbabwe, including for SPS & TBT.		
	<i>Article 9:</i> Provides for Movement of Goods intended for import under Customs Control.			
	<i>Article 10.4:</i> – Provides for the adoption of a single window for the electronic processing of documents through a single entry point.			
	<i>Article 11:</i> Provides for the Freedom of Transit with charges cover costs of services provided only.			
	<i>Article 12:</i> Provides for enhanced cooperation between Customs at borders, notably with respect to the exchange of information.			

(a) Focus on key articles of the World Trade Organisation (WTO) – Trade Facilitation Agreement (TFA) relevant to effect improvements in Coordinated Border Management (CBM)

(b) Non-Trade Measures (NTMs) are Non-Trade Barriers (NTBs) plus Sanitary and Phyto-Sanitary (SPS) Measures and Technical Barriers To Trade (TBT).

Source: Econogistics, 2022

8.4 Summary Status of Trade System by Corridor

This section of the report tables a summary status on infrastructure, transit-transport and trade facilitation on each corridor servicing the Malawian market.

8.4.1 Dar es Salaam Corridor: Status of Trade Barriers

The next table gives details of the status of the infrastructure in place along the Dar es Salaam Corridor, with section in Malawi highlighted in bold text.

Table 164: Physical Trade Barriers on Dar es Salaam Corridor

Dar es Salaam Port:		The port of Dar es Salaam is the largest seaport in Tanzania and is an important hub for the international trade of the neighboring landlocked countries including Zambia, DRC, Rwanda, Burundi, Malawi and Uganda. The port is surrounded by the city of Dar es Salaam to the north, west and south, so there is limited space to expand the port precinct to increase the capacity of the port, which is current operating above its design capacity in terms of container traffic.				
Corridor	Road/Rail	Town Name From	Town Name To	Condition	Km	Description
Dar es Salaam	Road	Lubumbashi	Kasumbalesa	Fair	99	Road in reasonable condition but with heavy mining trucks.
	Road	Kasumbalesa	Chingola	Fair	43	Road in reasonable to poor condition. Lots of police, customs and security checks.
	Road	Chingola	Kitwe	Good	54	Road in process of being rebuilt. Now a toll road. Very heavy traffic. Can be congested.
	Road	Kitwe	Kapiri Mposhi	Good	157	Road in reasonable condition. Now a toll road. Can be congested.
	Road	Kapiri Mposhi	Mpika	Fair	446	This road needs preventative maintenance and if this is not done soon then the road will most likely fail and will need to be reconstructed.
	Road	Mpika	Nakonde	Good	374	Mpika to Chinsale in reasonable condition. Chinsale to Nakonde under construction.
	Road	Nakonde	Mbeya	Fair	106	In reasonable condition.
	Road	Mbeya	Dar es Salaam	Fair	813	In reasonable condition – large sections have been reconstructed in last 5 years. Proposal to construct a 6-lane and 4-lane tolled highway linking Dar es Salaam with Chalinze.
	Road	Lusaka	Kapiri Mposhi	Fair	201	Very heavily, slow moving traffic. Some rutting and pot holing but reasonable.
	Road	Mpika	Mpulungu	Fair	417	Road in reasonable condition, with some steep gradients.
	Road	Lilongwe	Mzuzu	Fair	355	In reasonable condition but missing hard shoulders.
	Road	Mzuzu	Songwe	Fair	301	In reasonable condition but missing hard shoulders with steep gradients.
	Road	Songwe	Mbeya	Fair	137	In reasonable condition missing hard shoulders with steep gradients.

Songwe/Kasumulu Border:	Songwe/Kasumulu between Malawi and Tanzania is a small congested border post that handles mainly fuel and general cargo imports to Malawi from Dar es Salaam. Investment should be focussed on CBM interventions. Since most activity is the clearance of fuel and fertilizer consignments, the focus should be on the separation of fuel tankers from the rest of the traffic as clearing fuel tankers separately from other cargo would reduce congestion and crossing times as well as improve safety at the border.
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Table 165 gives details of the status of support to the implementation of the key instruments pertaining to CBM on the Dar es Salaam Corridor.

Table 165: Non- Physical Trade Barriers on Dar es Salaam Corridor

Dar es Salaam Trade and Transport/Transit Facilitation Data Sheet		
Transit - Transport Facilitation Instruments	Vehicle Overloading	No serious overloading issues on the Corridor, with limited reporting of overloading at the Songwe/Kasumulu border. A study by the CSIR (south Africa) however found that on average only 16% of vehicles passing through the permanent weighbridges in Malawi are actually weighed.
	Vehicle dimensions	Tanzania allows only 17m on an articulated vehicle while the rest of SADC and the Tripartite allows 18.4m. Tanzania requires vehicles longer than 17m to obtain an abnormal load permit
	3 rd Party Vehicle Insurance	Although not a member Tanzania uses the COMESA Yellow Card for 3 rd party vehicle insurance. Operators registered in COMESA states, including Malawi, qualify for use of the Yellow Card or can buy insurance at the border.
	Multilateral Cross-Border Transport Agreement (MCBTA)	The TTTFP has designed a MCBTA, and a VLMA which has been approved by the COMESA-EAC-SADC Tripartite Ministers of Infrastructure and Justice, and is now awaiting the approval of the Council of Ministers and signature by the Heads of State
	Corridor Management Authorities	The Dar es Salaam Corridor Committee (DCC) was a forum for cooperation on cross border transport policy, regulation and operations, but it recently closed down.
Trade Facilitation Instruments	Advance Rulings	Corridor states are trying to implement an advance ruling system but none have designated Advance Rulings as Category A.
	Pre-Arrival Processing	Pre-arrival processing is not available at Tunduma/Nakonde, Songwe/Kasumulu or Kasumbalesa due in part to a lack of traffic separation and queuing system.
	Electronic Payment	Electronic payments are available in Malawi, Zambia and Tanzania but not in the DRC and not between countries.
	Separation of Release from Final Determination of Customs Duties	Malawi, Tanzania and Zambia (but not DRC), under certain and special circumstances, allow the release of goods prior to the final determination of customs duties, taxes, fees and charges.
	Risk Management	Risk management systems are not implemented along the corridor because Customs fear a loss of revenue and because of this, risk management systems are not linked to the main customs management systems.
	Post-Clearance Audit	All countries, under certain and special circumstances, implement post-clearance audits to ensure compliance with customs and other related laws and regulations.
	Trade Facilitation Measures for Authorized Economic Operators (AEO) & Preferred Trader Schemes (PTS)	Tanzania is part of the EAC-AEO scheme but has few registered AEOs. Malawi and Zambia have a PTS. DRC has no scheme. Even if a cross-border AEO or PTS was in operation qualifying firms would be compromised due to congestion at border posts, caused by not implementing other trade facilitation measures.
	Border Agency Coordination	Malawi, Tanzania, Zambia and DRC are trying to improve border agency coordination but there is still plenty of room for improvement.

Dar es Salaam Trade and Transport/Transit Facilitation Data Sheet		
	Movement of Goods Intended for Import Under Customs Control	Malawi, Tanzania, Zambia and DRC allow goods intended for import to be moved within its territory under customs control from a customs office of entry to another customs office in its territory from where the goods would be released or cleared.
	Single Window	Malawi, Tanzania, Zambia are working on national single window systems but none of the countries have a fully functional system yet.
	Freedom of Transit	All countries, directly or indirectly, impose addition charges on transit traffic, usually at the border, such as concessionaire fees at Kasumbalesa, which are obviously well above the cost of services provided.
	Customs Cooperation	Zambia is leading the way to improve cooperation between the ZRA, MRA, TPA and DGDA and has signed data sharing agreements with these agencies.

8.4.2 Nacala Corridor: Status of Trade Barriers

Table 166 gives details of the status of the infrastructure in place along the Nacala Corridor, with section in Malawi highlighted in bold text.

Table 166: Physical Trade Barriers on Nacala Corridor

Nacala Port:		Nacala Port is currently under a major rehabilitation using a JICA loan of approximately US\$350 million. Given the state of degradation of the Nacala Port, the first tranche of financing was for emergency rehabilitation, followed by a credit line for what is called the Nacala Port Development Project, which will be implemented over three phases. The project has been delayed several times, most recently by the Covid-19 pandemic, but is underway and expected to be completed in 2022.				
Corridor Road/Rail		Town Name From	Town Name To	Condition	Km	Description
Nacala Corridor	Road	Lusaka	Chipata	Fair	229	Road is in fair condition but is a narrow carriageway with no constructed hard shoulders and with potholes in parts. It needs periodic maintenance.
	Road	Chipata	Luangwa Bridge	Good	339	This section has recently been reconstructed as part of the Nacala Corridor Road Project.
	Road	Luangwa Bridge	Mwami/Mchinji	Fair	36	The road is in fair condition but has multiple check points between Chipata and the border.
	Road	Mwami/Mchinji	Lilongwe	Fair	109	This road is in fair condition but is a single carriageway. The 74km section from Liwonde to Mangochi was rehabilitated as part of the Nacala Corridor Road Project.
	Road	Lilongwe	Chiponde / Mandimba	Fair	296	This road is in fair condition.
	Road	Chiponde / Mandimba	Cuamba	Good	151	This road has been recently rehabilitated under the Nacala Corridor Road Project and the National Five-Year Investment Plan.
	Road	Chiponde / Mandimba	Lichinga	Good	162	This road has been recently rehabilitated under the National Road Sector Investment Plan.
	Road	Cuamba	Nampula	Good	352	Recently upgraded to a surfaced road so is in excellent condition.
	Road	Nampula	Nacala	Fair	194	Surfaced and in fair to good condition.
	Road	Blantyre	Chiponde / Mandimba	Fair	230	Surfaced and in fair to good condition, but there are sections that are potholed.
	Road	Blantyre	Muloza/Milanje	Fair	101	Surfaced and in fair to good condition.

	Road	Muloza/Milanje	Nacala	Fair	750	In fair to good condition except or about 30 km which requires resurfacing.
Nacala Rail:		The Nacala main line railway between Moatize and the Nacala terminal has been rebuilt to a high standard to handle up to 18 mtpa of coal exports, 20.5 t axle loads, using special wagons able to carry 63t of coal, with current train lengths of 120 wagons. The Nacala railway is a single track, with passing loops to allow trains to safely pass and is marshalled by a central train control system. At full capacity, the Nacala railway will handle up to 10 trains per day in each direction. The general freight branch lines in Mozambique extend from Cuamba to Lichinga (346 km), from Nacala port to the junction with the coal main line (26 km), from Nkaya to Blantyre/Limbe (88km) and Nkaya to Mchinji via Lilongwe (286km). With the exception of the Nacala Coal Terminal (axle load 20.5t/120 wagons /63t) and Cuamba-Lichinga (axle load 18t/42 wagons/53t) lines, other branch lines are limited to 15t axle loads , train lengths of 30 wagons and 40t per wagon.				
Border Posts		<ul style="list-style-type: none"> • Mwami/Mchinji: The Zambian and Malawian governments, with support from the AfDB, have completed the construction of the OSBP at Mwami/Mchinji border and are currently commissioning its operations. • Chiponde/Mandimba: The Chiponde/Mandimba border post is part of the Nacala Road Corridor Project. A bilateral agreement between the governments of Malawi and Mozambique has been prepared. Financing of the OSBP is by the AfDB includes construction of the OSBP facilities and the installation of information technology equipment. • Muloza/Milanje: The Muloza/Milanje border post is part of the Southern Africa Trade Connectivity Project. Financing of the OSBP is by the World Bank and includes construction of the OSBP facilities and the installation of information technology equipment and capacity building to strengthen CBM. 				

Table 167 gives details of the status of support to the implementation of the key instruments pertaining to CBM on the Nacala Corridor.

Table 167: Non-Physical Trade Barriers on Nacala Corridor

Nacala Corridor Trade and Transport/Transit Facilitation Data Sheet		
Transit and Transport Facilitation Instruments	Vehicle Overloading	There are frequently reported instances of overloading on the Nacala Corridor, notably in Mozambique, but infrastructure improvements, including enhanced operation of weighbridges have improved the situation.
	Vehicle dimensions	Vehicle dimensions between Malawi, Mozambique and Zambia are harmonized and all countries operate on a maximum gross vehicle mass of 56t on 7 axles and a maximum length of 22m.
	3 rd Party Vehicle Insurance	Malawi and Zambia use the COMESA Yellow Card or a transporter can opt to by 3 rd party vehicle insurance at the border. In Mozambique 3rd party vehicle insurance can be bought at the border.
	Multilateral Cross-Border Transport Agreement (MCBTA)	The TTTFP is working with COMESA-EAC-SADC Tripartite countries to design and implement a MCBRTA but this is not in place and remains work in progress.
	Corridor Management Authorities	The Nacala Corridor has no Corridor Management Authority.
Trade Facilitation Instruments	Advance Rulings	Malawi, Mozambique and Zambia Customs can issue Advance Rulings.
	Pre-Arrival Processing	Malawi, Mozambique and Zambia Customs can provide pre-arrival processing.
	Electronic Payment	Malawi, Mozambique and Zambia Customs use a version of electronic payments
	Separation of Release from Final Determination of Customs Duties	Malawi, Mozambique and Zambia Customs allow the release of goods prior to the final determination of customs duties, taxes, fees, and charges.
	Risk Management	Risk management systems are not implemented along the corridor because Malawi, Mozambique and Zambia Customs fear a loss of revenue and because of this, risk management systems are not linked to the main customs management systems.
	Post-Clearance Audit	Malawi, Mozambique and Zambia Customs use post clearance audits.
	Trade Facilitation Measures for Authorized Economic Operators (AEO) & Preferred Trader Schemes (PTS)	Malawi, Mozambique and Zambia Customs do not have an AEO system in place, but Malawi and Zambia have a PTS scheme in place, but it is not extensively used.
	Border Agency Coordination	Malawi, Mozambique and Zambia Customs are trying to improve border agency coordination but there is still plenty of room for improvement.
	Movement of Goods Intended for Import Under Customs Control	Malawi, Mozambique and Zambia Customs allow goods intended for import to be moved within its territory under customs control from a customs office of entry to another customs office in its territory from where the goods would be released or cleared.

Nacala Corridor Trade and Transport/Transit Facilitation Data Sheet		
	Single Window	Malawi, Mozambique and Zambia Customs do not operate a Single Window.
	Freedom of Transit	Although there is freedom of transit on the Nacala Corridor, the road user charges in Mozambique are disproportionately high and would appear to be revenue raising rather than reflecting the costs of service delivery.
	Customs Cooperation	Malawi, Mozambique and Zambia Customs continue to make improvements in customs cooperation.

Source: Econogistics, adapted from Afreximbank, 2021

8.4.3 Beira Corridor: Status of Trade Barriers

Table 168 gives details of the status of the infrastructure in place along the Beira Corridor, with section in Malawi highlighted in bold text.

Table 168: Physical Trade Barriers on Beira Corridor

Port of Beira:		The Port of Beira is the second largest port in Mozambique, and is primarily a transit gateway, handling import and export cargoes from Zimbabwe, Malawi, Zambia and other countries in the region. The port handles a wide variety of traffic, including containers, break bulk, general cargo, Ro-Ro, wet and dry bulks. It is able to receive ships with a maximum tonnage of 60,000 tonnes, 24 hours a day; while the port is open 24 hours a day, night navigation is restricted due to the bottleneck at Macuti Curve. In July 2018, CdM was awarded a concession extension for another 15 years, from 2023 to 2038. Similar to remaining ports in Mozambique, the GoM decided to maintain the liquid bulk terminal, under CFM management.				
Corridor Road/Rail		Town Name From	Town Name To	Condition	Km	Description
Beira Corridor	Road	Beira	Dondo	Good	33	Very good condition and now tolled to ensure adequate revenue for periodic and routine maintenance of this corridor backbone infrastructure.
	Road	Dondo	Machipanda / Forbes	Good	255	
	Road	Machipanda / Forbes	Harare	Good	254	
	Road	Harare	Lions Den	Fair*	216	Road in reasonable condition but a single carriageway.
	Road	Lions Den	Chirundu	Fair*	139	In reasonable condition but through the escarpment it is a single carriageway with heavy, slow moving goods traffic.
	Road	Chirundu	Kafue	Fair*	92	
	Road	Kafue	Lusaka	Fair*	51	Toll road in reasonable condition toll but with heavy, slow-moving traffic addressed by passing lanes on the hills.
	Road	Lusaka	Kapiri Mposhi	Fair*	200	Toll road in reasonable condition although characterised by heavy, slow moving traffic due to the single carriageway.
	Road	Kapiri Mposhi	Kitwe	Fair*	159	Toll road in reasonable condition although characterised by heavy, slow moving traffic due to the single carriageway.
	Road	Kitwe	Chingola	Good*	54	This road was recently reconstructed.
	Road	Chingola	Kasumbalesa	Fair*	43	Road heavily trafficked with trucks carrying fuel, acid, copper, concentrate and general goods.
	Road	Kasumbalesa	Lubumbashi	Fair*	99	Road in reasonable condition but heavily trafficked with mining equipment and goods, general goods, fuel and acid.
	Road	Lubumbashi	Kolwezi	Fair*	301	Paved road in reasonable condition characterised by the movement of mining equipment and copper.
	Road	Vanduzi	Tete	Fair	354	Fair to poor condition, but in very poor condition around Catandica.
	Road	Tete	Cassacatiza	Poor	263	Was included as part of the EdZ-PPP concession, but the tolls to support this component were removed by the GoM and would need to be restored for new investment to be made.
	Road	Chanida	Katete	Poor	65	This section of road could be included in a back-to-back cross-border PPP project with the EDZ-PPP concession but would need to be structured carefully.
	Road	Tete	Junction N7/N304	Fair	91	Fair to Good Condition
	Road	Junction N7/N304	Calomue	Fair	153	Fair to Good Condition
	Road	Calomue	Lilongwe	Good	93	Good Condition
	Road	Tete	Zobue	Fair	121	Fair to Good Condition
Road	Zobue	Blantyre	Good	110	Good Condition	
Road	Blantyre	Lilongwe	Good	312	Good Condition	
Border Posts (Mozambique and Malawi):		• Zobue/Mwanza & Colomue/Dedza:: The Zobue/Mwanza and Colomue/Dedza border posts are part of the Southern Africa Trade Connectivity Project. Financing of the OSBP is by the World Bank and includes construction of the OSBP facilities and the installation of information technology equipment and capacity building to strengthen CBM				

Table 169 gives details of the status of support to the implementation of the key instruments pertaining to CBM on the Beira Corridor.

Table 169: Non-Physical Trade Barriers on Beira Corridor

Beira Corridor Trade and Transport/Transit Facilitation Data Sheet		
Transit and Transport Facilitation Instruments	Vehicle Overloading	Beira Corridor is well regulated in terms of axle load monitoring, so overloading is no longer considered a major problem.
	Vehicle dimensions	Vehicle dimensions between Malawi, Mozambique, Zambia, Zimbabwe and DRC are harmonized and all countries operate on a maximum gross vehicle mass of 56t on 7 axles and a maximum length of 22m.
	3 rd Party Vehicle Insurance	Malawi, Zambia, Zimbabwe and DRC use the COMESA Yellow Card or a transporter can opt to by 3 rd party vehicle insurance at the border. In Mozambique and DRC 3rd party vehicle insurance can be bought at the border.
	Multilateral Cross-Border Transport Agreement (MCBTA)	The TTTFP is working with COMESA-EAC-SADC Tripartite countries to design and implement a MCBTA but this is not in place and remains work in progress.
	Corridor Management Authorities	The Beira Corridor has no Corridor Management Authority.
Trade Facilitation Instruments	Advance Rulings	Malawi, Mozambique, Zambia and DRC Customs can issue Advance Rulings.
	Pre-Arrival Processing	Malawi, Mozambique, Zambia and DRC Customs can provide pre-arrival processing.
	Electronic Payment	Malawi, Mozambique, Zambia and DRC Customs use a version of electronic payments.
	Separation of Release from Final Determination of Customs Duties	Malawi, Mozambique, Zambia and DRC Customs allow the release of goods prior to the final determination of customs duties, taxes, fees, and charges.
	Risk Management	Risk management systems are not implemented along the corridor because Malawi, Mozambique, Zambia and DRC Customs fear a loss of revenue and because of this, risk management systems are not linked to the main customs management systems.
	Post-Clearance Audit	Malawi, Mozambique, Zambia and DRC Customs use post clearance audits.
	Trade Facilitation Measures for Authorized Economic Operators (AEO) & Preferred Trader Schemes (PTS)	Malawi, Mozambique, Zambia and DRC Customs do not have an AEO system in place, but Malawi and Zambia have a PTS scheme in place, but it is not extensively used.
	Border Agency Coordination	Malawi, Mozambique, Zambia and DRC Customs are trying to improve border agency coordination but there is still plenty of room for improvement.
	Movement of Goods Intended for Import Under Customs Control	Malawi, Mozambique, Zambia and DRC Customs allow goods intended for import to be moved within its territory under customs control from a customs office of entry to another customs office in its territory from where the goods would be released or cleared.
	Single Window	Malawi, Mozambique, Zambia and DRC Customs do not operate a Single Window.
	Freedom of Transit	Although there is freedom of transit on the Beira Corridor, the road user charges in Mozambique and Zimbabwe are disproportionately high and would appear to be revenue raising rather than reflecting the costs of service delivery.
	Customs Cooperation	Malawi, Mozambique, Zambia and DRC Customs continue to make improvements in customs cooperation.

8.4.4 Durban Corridor: Status of Trade Barriers

Table 170 gives details of the status of the infrastructure in place along the Durban Corridor, with section in Malawi highlighted in bold text.

Table 170: Physical Trade Barriers on Durban Corridor

Port of Durban:	The port of Durban is Sub-Saharan Africa's largest container terminal, the key gateway to the SADC region and the anchor of the North-South Corridor (NSC). The Durban Container Terminal (DCT) has a capacity of 3.6 million TEU over two piers/terminals. Transnet is undertaking works to expand the DCT from 3.6 to 4 million TEU per year and will increase the draft from 12.5 m to 16m. The port also holds Africa's largest Ro-Ro terminal, which can handle 520,000 fully built units (vehicle) and can also handle 230,000 TEU. The break-bulk and the agricultural terminals, each have capacity of 1.6 mtpa.
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Corridor Road/Rail		Town Name From	Town Name To	Condition	Km	Description
North-South (Durban) Corridor	Road	Kolwezi	Lubumbashi	Fair	301	The road is now paved and in reasonable condition.
	Road	Lubumbashi	Kasumbalesa	Fair	99	Road in reasonable condition but heavily trafficked.
	Road	Kasumbalesa	Chingola	Fair	43	Road in reasonable condition but heavily trafficked.
	Road	Chingola	Kitwe	Good	54	This road was recently reconstructed.
	Road	Kitwe	Kapiri Mposhi	Fair	159	Toll road in reasonable condition although characterised by heavy, slow moving traffic due to the single carriageway.
	Road	Kapiri Mposhi	Lusaka	Fair	200	Toll road in reasonable condition although characterised by heavy, slow moving traffic due to the single carriageway.
	Road	Lusaka	Kafue	Fair	51	Toll road in reasonable condition toll but with heavy, slow-moving traffic addressed by passing lanes on the hills.
	Road	Kafue	Chirundu	Fair	92	In reasonable condition but through the escarpment it is a single carriageway with heavy, slow moving goods traffic.
	Road	Chirundu	Lions Den	Fair	216	
	Road	Lions Den	Harare	Fair	139	
	Road	Harare	Rutenga	Fair	443	Road in reasonable condition but a single carriageway.
	Road	Rutenga	Beitbridge	Fair	141	
	Road	Beitbridge	Mokopane	Good	285	
	Road	Mokopane	Pretoria	Good	208	All at least 3-lane, tolled highways in very good condition with fast-moving traffic and services, including weigh-bridges.
	Road	Pretoria	Johannesburg	Good	75	
	Road	Johannesburg	Durban	Good	568	
	Road	Solwezi	Chingola	Good	177	This road is heavily trafficked with trucks servicing the mine.
	Road	Kafue	Livingstone	Fair	434	Sections needing reconstruction (Kafue to Mazabuka), some excellent (Monze to Livingstone) and some in reasonable condition, but would benefit from period maintenance (Mazabuka to Monze).
	Road	Livingstone	Kazungula	Good	62	This road is in good condition although would benefit from constructing passing lanes on long hills.
	Road	Kazungula	Francistown	Good	491	This road has been reconstructed (Nata to Kazungula) or is nearly complete (Francistown to Nata).
	Road	Francistown	Palapaye	Good	169	This road is in good condition as it has recently been reconstructed as a dual carriageway.
	Road	Palapaye	Martins Drift	Fair	208	The road is a single carriageway with sections that are potholed.
	Road	Martins Drift	Mokopane	Good	181	A single carriageway but in good condition except the section that passes through Mokopane.
	Road	Livingstone	Victoria Falls	Poor	12	The border was recently been closed to trucks, who now use the new OSBP linked to the Kasungula Bridge.
	Road	Victoria Falls	Bulawayo	Fair	442	This road is in reasonable condition but could benefit from periodic maintenance.
	Road	Bulawayo	Beitbridge	Fair	321	
	Road	Harare	Nyamapanda	Fair		Fair to Good Condition
	Road	Nyamapanda	Tete	Fair		Fair to Good Condition
	Road	Tete	Junction N7/N304	Fair	91	Fair to Good Condition
	Road	Junction N7/N304	Calomue	Fair	153	Fair to Good Condition
	Road	Calomue	Lilongwe	Good	93	Good Condition
	Road	Tete	Zobue	Fair	121	Fair to Good Condition
	Road	Zobue	Blantyre	Good	110	Good Condition
	Road	Blantyre	Lilongwe	Good	312	Good Condition
	Border Posts (Mozambique and Malawi):	<ul style="list-style-type: none">• Zobue/Mwanza & Colomue/Dedza:: The Zobue/Mwanza and Colomue/Dedza border posts are part of the Southern Africa Trade Connectivity Project. Financing of the OSBP is by the World Bank and includes construction of the OSBP facilities and the installation of information technology equipment and capacity building to strengthen CBM.				

Table 171 gives details of the status of support to the implementation of the key instruments pertaining to CBM on the Durban Corridor.

Table 171: Non-Physical Trade Barriers on Durban Corridor

North-South Corridor Trade and Transport/Transit Facilitation Data Sheet		
Transit and Transport Facilitation Instruments	Vehicle Overloading	The North South Corridor has little vehicle overloading because of the strict enforcement of overloading controls and strategically placed weighbridges along the entire length of the corridor, except perhaps in DRC.
	Vehicle dimensions	The NSC has a uniform regulation on vehicle dimensions and all countries through which the NSC passes allow 7-axle configuration with a vehicle length of 22 meters.
	3 rd Party Vehicle Insurance	There are 3 systems for 3rd party vehicle insurance on the NSC - the COMESA Yellow Card (DRC, Malawi, Zambia and Zimbabwe), 3rd party vehicle insurance included in the fuel levy (South Africa and Botswana). There is also an option to pay cash at the border posts and cash paid at the border only (Mozambique).
	Multilateral Cross-Border Transport Agreement (MCBTA)	The TTTFP is working with COMESA-EAC-SADC Tripartite countries to design and implement a MCBTA but this is not in place and remains work in progress.
	Corridor Management Authorities	The North South Corridor has no corridor management body in place.
Trade Facilitation Instruments	Advance Rulings	All NSC countries are trying to implement an advance ruling system but no country, except South Africa and Botswana, have designated Advance Rulings as Category A.
	Pre-Arrival Processing	Pre-arrival processing is technically available at all border posts ,but most borders on the NSC are heavily congested and all trucks, except dangerous goods and abnormal loads, need to queue to get into the border areas. This means that even goods that have been cleared before they arrive at the border post need to queue and are not processed and released immediately at the border posts.
	Electronic Payment	Most countries not only allow electronic payments but often insist on electronic payments but then demand a printed proof of payment from the bank.
	Separation of Release from Final Determination of Customs Duties	All countries, under certain and special circumstances, allow the release of goods prior to the final determination of customs duties, taxes, fees, and charges.
	Risk Management	The implementation of risk management systems poses serious challenges for all countries along the NSC. The main reason is a lack of trust that risk management will not result in a loss of revenue, so there is limited incentive to link the risk management module to the overall customs management system, and to calibrate the system with relevant data on known economic operators.
	Post-Clearance Audit	All countries, under certain and special circumstances, implement post-clearance audits to ensure compliance with customs and other related laws and regulations.
	Trade Facilitation Measures for Authorized Economic Operators (AEO) & Preferred Trader Schemes (PTS)	South Africa has launched an AEO program that follows in the footsteps of Customs Preferred Trader Programme, which offers various benefits to compliant Customs clients. SARS has piloted the AEO program in South Africa. No other country on the NSC operates an AEO program but some operate PTS (Malawi and Zambia), although with limited success. South Africa plans to put in place Mutual Recognition Agreements (MRAs) for its AEO programme and intends to commence engagements with neighbouring states.
	Border Agency Coordination	All countries are working towards improved coordination between border agencies at the national level, but there is still plenty of room for improvement.
	Movement of Goods Intended for Import Under Customs Control	All countries allow goods intended for import to be moved within its territory under customs control from a customs office of entry to another customs office in its territory from where the goods would be released or cleared.
	Single Window	All countries are working on national single window systems, but no country has a functional system yet.
	Freedom of Transit	There is freedom of transit on the NSC.
	Customs Cooperation	Zambia is leading the way to improve cooperation between the ZRA, SARS, BURS, DDGA and MRA and has signed data sharing agreements with these agencies.

8.5 Synthesis of Trade Barriers

One of the key focus areas of this study was to assess the bottlenecks on the corridors serving Malawi (Beira, Nacala, Dar es Salaam and North-South corridors). The assessment in section 8.4 has tried to summarize the main physical and non-physical bottlenecks on each corridor serving the Malawian market. This section will further refine this synthesis by logging issues into the capture framework elaborated in section 8.2 of the report and presented in tabular format in Table 172.

Section 8.4 provided a synthesis of trade barriers on the each of the four corridors servicing the Malawian market - Dar Es Salaam Corridor (see section 8.4.1), Nacala Corridor (see section 8.4.2), Beira Corridor (see section 8.4.3) and Durban Corridor (see section 8.4.4). This summary distils the inputs of ~150 interviews that have been held with stakeholders linked to these four corridors over the past 5 years on various assignments that members of the consulting team have been engaged on.

These are categorised as in a matrix with port, road/rail, border post and other (NTM) issues on the horizontal axis by infrastructure network, trade facilitation processes, SPS/TBT measures, transit-transport facilitation processes and corridor management systems on the vertical axis. The issues that the Government of Malawi (GoM) can more directly address are shaded in grey in the table.

It should be noted that many issues pertain to more than one corridor, but to be able to present issues on a corridor-by-corridor basis there is some repetition of issues in each table.

Table 172: Summary of Bottlenecks or Barriers on Dar Es Salaam Corridor

Pillar	Dar es Salaam Port	Road (Tanzania)	Border Posts	Road (Malawi)	Non-Corridor Specific Issues (NTMs)
Higher Performing Infrastructure Networks	<ul style="list-style-type: none"> Stakeholders confirmed the prominence of the port in the corridor performance, but confirmed that the port issues have largely taken up in ongoing investment and improvement programmes. 	<ul style="list-style-type: none"> Interface of rail with port systems needs to be improved Congestion around the Dar es Salaam port needs redress Congestion in Morogoro at T1/T3 junction needs redress Congestion in Iringa town turnoff from the T1 needs redress While police stops are not a major contributor to overall delays, corridor stakeholders report them as a major source of irritation as local policy inspections are perceived as ad hoc and non-transparent. 	<ul style="list-style-type: none"> Many border posts lack adequate parking and amenities for drivers, including Songwe / Kasumulu border. 	<ul style="list-style-type: none"> No major bottlenecks on the Malawian network. While police stops are not a major contributor to overall delays, corridor stakeholders report them as a major source of irritation as local policy inspections are perceived as ad hoc and non-transparent. 	
Enhanced Trade Facilitation Processes	<ul style="list-style-type: none"> Need to improve the functionality of SEW at all border posts, but particularly at the port of Dar es Salaam. Inadequate quality of ICT systems to improve the efficiency of terminal operations and to streamline exchange of information with port stakeholders Foreign Clearing and Forwarding Agents are not allowed to access the CT systems at the port which delays the issuing and payment of port invoices. 	<ul style="list-style-type: none"> Tanzania should accelerate implementation of the AEO program to enhance risk management Small trucking companies do not have the means to afford formal logistics management/tracking systems and local banks do not finance leasing arrangements at reasonable rates. Therefore, the sectors of the economy using proper logistics management services are the foreign, global players who only use truckers and freight forwarders that use prescribed systems. Given the emphasis on promoting AEO-type arrangements, smaller transporters and freight forwarders are marginalised Tanzania's vehicle dimensions and weight regulations (30t) are more stringent than in neighboring countries (34t) Slower, less-coordinated border posts suffer from rent-seeking CFAs. 	<ul style="list-style-type: none"> Better risk management and less physical inspection would speed up cargo clearance processes (Malawi and Tanzania) Inadequate integration of ICT systems to streamline physical processing of cargo for compliance Establish a National Single Window as an online platform to process trade documentation Improved CBM at Songwe / Kasumulu border Physical inspections are carried out independently by different agencies (Malawi) Improve cooperation between border agencies on both sides of the Malawi and Tanzania borders 	<ul style="list-style-type: none"> Malawi should accelerate implementation of the AEO program to enhance risk management Small trucking companies do not have the means to afford formal logistics management/tracking systems and local banks do not finance leasing arrangements at reasonable rates. Therefore, the sectors of the economy using proper logistics management services are the foreign, global players who only use truckers and freight forwarders that use prescribed systems. Given the emphasis on promoting AEO-type arrangements, smaller transporters and freight forwarders are marginalised Slower, less-coordinated border posts suffer from rent-seeking CFAs. 	<ul style="list-style-type: none"> No formal mechanism is place for the issuance of advance rulings (Malawi) Export procedures are bureaucratic requiring a lots of documents to export products Import procedures are lengthy, lot of documents and official fees / taxes (Malawi) Bureaucracy around import prohibitions, restrictions and licensing raises costs (Malawi) No legal provisions governing the fees charged by clearing agents (Malawi) Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature (Malawi) Complex system of taxation in raises the costs of imports into Malawi Malawi maintains ROO for non-preferential purposes but WTO notifications suggest otherwise Malawi has yet to establish an authority competent to conduct anti-dumping investigations

					<ul style="list-style-type: none"> • MBS facilities to try to obtain international accreditation • Currency declaration required for exports to be enhanced by better information exchange (Malawi) • Reassess export licencing of non-essential foods • Reduce mandatory export inspections and let export quality be market driven (Malawi) • Avoid duplication of import inspections and increase transparency (Malawi)
Reduced Use of SPS and TBT Measures				<ul style="list-style-type: none"> • Ancillary documentation from many agencies with headquarters in different locations raises costs (Malawi) • Requirement for new documents for every consignment, rather than the season, is expensive (Malawi) 	
Improved Transport and Immigration Procedures		<ul style="list-style-type: none"> • Weigh-in-motion scales at some weigh-bridges are non-operational resulting in ineffective pre-screening. • Need to enhance driver training, qualifications, registration and regulation. 		<ul style="list-style-type: none"> • Weigh-in-motion scales at some weigh-bridges are non-operational resulting in ineffective pre-screening. • Need to enhance driver training, qualifications, registration and regulation. 	<ul style="list-style-type: none"> • Transporters in Malawi are concerned about the price squeeze (e.g. reduced from US\$68/t to US\$33/t in last 5Y) • Concerned of being squeezed out of the market and vulnerable to externally imposed costs (Malawi) • There is a need for a regional Vehicle Load Control Act to give teeth to MCBTAs
Strengthened Regional Corridor Management Systems					<ul style="list-style-type: none"> • Collapse of the Dar es Salaam Corridor Coordinating Committee (DCC) has left a vacuum when it comes to cross-border policy collaboration.

Table 173: Summary of Bottlenecks or Barriers on Nacala Corridor

Pillar	Nacala Port	Road & Rail (Mozambique)	Border Posts	Road & Rail (Malawi)	Non-Corridor Specific Issues
Higher Performing Infrastructure Networks	<ul style="list-style-type: none"> Storage capacity within port is a constraint Significant delays, particularly Fridays due to congestion at port entrance Transit cargoes are being impacted by port rehabilitation Port rehabilitation plans will address short-term capacity constraints Fast-track development of fuel tanks in Nacala for Malawi market 	<ul style="list-style-type: none"> Interface of rail with port systems needs to be improved Congestion in cities of Nampula and Cuamba require by-pass roads Continue to promote feeder road network into main regional corridor Address problems of cargo theft on railway en-route to Malawi 	<ul style="list-style-type: none"> Need to improve electricity/telecoms at most borders, especially the Milanje/Muloza border post Need to improve customs processing time at Milanje/Muloza border post 	<ul style="list-style-type: none"> Communicate railway maintenance scheduling with Malawi customers Address problems of cargo theft at Nkaya Junction Address impact of contramarker acquittal and electronic seal removal in terms of time delays on the Nacala Corridor 	<ul style="list-style-type: none"> Promote use of cabotage to distribute goods in Mozambique (e.g. cement)
Enhanced Trade Facilitation Processes	<ul style="list-style-type: none"> Corridor users see Customs in Nacala as less professional compared to Beira Need to incorporate additional users onto the SEW in Mozambique Containers to TEEN or Customs to own yard raises export costs Requirement for trucks and wagons to be scanned causes delays Kudumba NII costs considered high, especially in US\$ MCNet SEW operator costs should not be % based and should be in local currency Flexibility on mega-project import 'global list' for tax exemptions Application of regulations can change without notice (e.g. 90d for transit cargo to leave changed to 25d) Better risk management and less physical inspection would speed up port clearance processes. Trucking appointment system to enter the port would be helpful 	<ul style="list-style-type: none"> Mozambique should accelerate implementation of the AEO program to enhance risk management Mozambique's vehicle dimensions and weight regulations (30t) are more stringent than in neighboring countries (34t). Additional vehicle insurance is required in Mozambique as it has not adopted the COMESA yellow card scheme. 	<ul style="list-style-type: none"> Automatic release of bond doesn't always happen when transit cargo crosses the border (Mozambique) Better risk management and less physical inspection would speed up cargo clearance processes (Malawi and Mozambique). Inadequate integration of ICT systems to streamline physical processing of cargo for compliance No roll-out of COMESA-STR at key Mozambique borders by Malawi Establish a National Single Window as an online platform to process trade documentation (Malawi) Improved CBM, particularly at Muloza / Milanje and Mandimba / Chiponde border (Malawi) Physical inspections are carried out independently by different agencies (Malawi) Improve cooperation between border agencies on both sides of the Malawi and Mozambique borders 	<ul style="list-style-type: none"> COMESA Customs Bond Guarantee Scheme is not operational in Malawi International transit fees for Mozambique vehicles is high in Malawi (versus COMESA rates) Malawi should accelerate implementation of the AEO program to enhance risk management 	<ul style="list-style-type: none"> No formal mechanism in place for the issuance of advance rulings (Malawi) Export procedures are bureaucratic requiring a lots of documents to export products Import procedures are lengthy, lot of documents and official fees / taxes (Malawi) Bureaucracy around import prohibitions, restrictions and licensing raises costs (Malawi) No legal provisions governing the fees charged by clearing agents (Malawi) Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature (Malawi) Complex system of taxation in raises the costs of imports into Malawi Malawi maintains ROO for non-preferential purposes but WTO notifications suggest otherwise Malawi has yet to establish an authority competent to conduct anti-dumping investigations MBS facilities to try to obtain international accreditation

					<ul style="list-style-type: none"> • Currency declaration required for exports to be enhanced by better information exchange (Malawi) • Reassess export licencing of non-essential foods • Reduce mandatory export inspections and let export quality be market driven (Malawi) • Avoid duplication of import inspections and increase transparency (Malawi)
Reduced Use of SPS and TBT Measures				<ul style="list-style-type: none"> • Ancillary documentation from many agencies with headquarters in different locations raises costs (Malawi) • Requirement for new documents for every consignment, rather than the season, is expensive (Malawi) 	
Improved Transport and Immigration Procedures	<ul style="list-style-type: none"> • There is a need for a new port law that separates out regulation, ownership and operation of ports in Mozambique. • Weighbridges at the port and fertilizer blending plant in Liwonde don't appear to be calibrated 	<ul style="list-style-type: none"> • Frequent reports of overloading of trucks on road networks in Mozambique • Proposal to develop 'weigh-in-motion' rail weighbridge at Namialo appears to have stalled • Need to enhance driver training, qualifications, registration and regulation 		<ul style="list-style-type: none"> • Weigh-in-motion scales at some weigh-bridges are non-operational resulting in ineffective pre-screening. • Need to enhance driver training, qualifications, registration and regulation. 	<ul style="list-style-type: none"> • Transporters in Malawi are concerned about the price squeeze (e.g. reduced from US\$68/t to US\$33/t in last 5Y) • Concerned of being squeezed out of the market and vulnerable to externally imposed costs (Malawi) • There is a need for a regional Vehicle Load Control Act to give teeth to MCBTAs
Strengthened Regional Corridor Management Systems	<ul style="list-style-type: none"> • Change of port operator has resulted in a deterioration in communication with Malawi based customers 			<ul style="list-style-type: none"> • Rail service has deteriorated in the last two years (e.g. improve rolling-stock allocation, tracking/security of cargo and train turnaround times) • GoM needs to improve regulation of concession to enhance performance to ensure that the objective of lowering cost and increasing efficiencies are realised. 	

Table 174: Summary of Bottlenecks or Barriers on Beira Corridor

Pillar	Beira Port	Road (Mozambique)	Border Posts	Road (Malawi)	Non-Corridor Specific Issues (NTMs)
Higher Performing Infrastructure Networks	<ul style="list-style-type: none"> Access roads to port needs to be improved, as it is causing delays Port operations and costs are not regionally competitive High tide berthing and departure only, no nocturnal navigation (3h to dock) Offloading rate of 100TEU/h needs to improve to better dwell time Port is struggling to handle volumes, especially bulk in peak season Deepen channel and develop coal terminal to handle Panamax vessels No Ro-Ro terminal for the importation of vehicles 	<ul style="list-style-type: none"> Need to improve signalisation on Sena railway to allow for longer trains Changara to Tete section needs to be rehabilitated Inchope to Caia section needs to be rehabilitated Need to rebuild bridge between Milange and Chifunde in Zambezia 	<ul style="list-style-type: none"> Improve capacity at Cassacatiza / Chanida border post as alternative route to Zambia Need to improve electricity/telecoms at borders, notably the Zobue / Mwanza and Dedza / Calomue border posts Need to improve customs processing time at Dedza / Calomue border post 		
Enhanced Trade Facilitation Processes	<ul style="list-style-type: none"> Customs close at 6pm on a Friday (a competitive port must be open 24/7) No pre-clearance for feeder services as there is no time to initiate process Need to improve container release time from Shipping Lines Need to integrate all users into the SEW operated by McNet Scanning of containers, even empty ones, causes unnecessary delays Kudumba NII costs considered high, especially in US\$ MCNet SEW operator costs should not be % based and should be in local currency Better risk management and less physical inspection would speed up port clearance processes Trucking appointment system to enter the port would be helpful 	<ul style="list-style-type: none"> Need to reduce the +/-20 police checks en route to various borders Need to review the need for a 2nd customs stop at Dondo when cargo just cleared by port Mozambique should accelerate implementation of the AEO program to enhance risk management Mozambique's vehicle dimensions and weight regulations (30t) are more stringent than in neighboring countries (34t). Additional vehicle insurance is required in Mozambique as it has not adopted the COMESA yellow card scheme. 	<ul style="list-style-type: none"> Automatic release of bond doesn't always happen when transit cargo crosses the border (Mozambique) Unnecessary physical inspection at Zobue / Mwanza and Calomue / Dedza border posts raised costs Better risk management and less physical inspection would speed up transit-cargo clearance processes Inadequate integration of ICT systems to streamline physical processing of cargo for compliance No roll-out of COMESA-STR at key Mozambique borders by Malawi Establish a National Single Window as an online platform to process trade documentation Improved CBM, particularly at Mwanza / Zobue and Dedza / Calomue borders Physical inspections are carried out independently by different agencies 	<ul style="list-style-type: none"> COMESA Customs Bond Guarantee Scheme is not operational in Malawi International transit fees for Mozambique vehicles is high in Malawi (versus COMESA rates) Malawi should accelerate implementation of the AEO program to enhance risk management 	<ul style="list-style-type: none"> Have to invoice in MZM but costs are incurred in US\$ so can transit cargo be invoiced in US\$? No formal mechanism is place for the issuance of advance rulings (Malawi) Export procedures are bureaucratic requiring a lots of documents to export products Import procedures are lengthy, lot of documents and official fees / taxes (Malawi) Bureaucracy around import prohibitions, restrictions and licensing raises costs (Malawi) No legal provisions governing the fees charged by clearing agents (Malawi) Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature (Malawi) Complex system of taxation in raises the costs of imports into Malawi

					<ul style="list-style-type: none"> • Malawi maintains ROO for non-preferential purposes but WTO notifications suggest otherwise • Malawi has yet to establish an authority competent to conduct anti-dumping investigations • MBS facilities to try to obtain international accreditation (Malawi) • Currency declaration required for exports to be enhanced by better information exchange (Malawi) • Reassess export licencing of non-essential foods • Reduce mandatory export inspections and let export quality be market driven (Malawi) • Avoid duplication of import inspections and increase transparency (Malawi)
Reduced Use of SPS and TBT Measures	<ul style="list-style-type: none"> • Need to get agencies responsible for SPS oversight into the SEW to avoid delays in processing documents. 			<ul style="list-style-type: none"> • Ancillary documentation from many agencies with headquarters in different locations raises costs (Malawi) • Requirement for new documents for every consignment, rather than the season, is expensive (Malawi) 	<ul style="list-style-type: none"> • NTMs increasing as customs tariffs decline, especially through the use of SPS measures (e.g. fruit)
Improved Transport and Immigration Procedures	<ul style="list-style-type: none"> • There is a need for a new port law that separates out regulation, ownership and operation of ports in Mozambique. 	<ul style="list-style-type: none"> • Compulsory escort of 'sensitive cargo' and 'abnormal loads' to the border is a cost, when transporters have a 'Customs Transit Guarantee' • Vanduzi weighbridge is not correctly calibrated and needs to be addressed • Need to enhance driver training, qualifications, registration and regulation 		<ul style="list-style-type: none"> • SADC 3rd Party Insurance not sufficient in Malawi, which prefers the use of the COMESA Yellow-Card Insurance Scheme • Weigh-in-motion scales at some weigh-bridges are non-operational resulting in ineffective pre-screening. • Need to enhance driver training, qualifications, registration and regulation. 	<ul style="list-style-type: none"> • Hire of locals as drivers rather than foreign nationals, as this is semi-skilled labour (Mozambique) • Transporters in Malawi are concerned about the price squeeze (e.g. reduced from US\$68/t to US\$33/t in last 5Y) • Concerned of being squeezed out of the market and vulnerable to externally imposed costs (Malawi) • There is a need for a regional Vehicle Load Control Act to give teeth to MCBTA being developed by SADC
Strengthened Regional Corridor Management Systems	<ul style="list-style-type: none"> • Need to revive proposal to establish a Public-Private Dialogue platform for the Beira Corridor (initially led by the Port) 				

Table 175: Summary of Bottlenecks or Barriers on Durban Corridor

Pillar	Durban Port	Road (South Africa, Zimbabwe & Mozambique)	Border Posts	Road (Malawi)	Non-Corridor Specific Issues (NTMs)
Higher Performing Infrastructure Networks	<ul style="list-style-type: none"> Stakeholders confirmed the prominence of the port in the corridor performance, but confirmed that the port issues have largely taken up in ongoing investment and improvement programmes. Many stakeholders have reported that the operational performance of the port has deteriorated considerably causing them to switch to other corridors and ports. 	<ul style="list-style-type: none"> There are no major bottlenecks on the road network on the NSC in South Africa, Zimbabwe and Mozambique. 	<ul style="list-style-type: none"> Need to improve electricity/telecoms at borders, notably the Zobue / Mwanza and Dedza / Calomue border posts Need to improve customs processing time at Dedza / Calomue border post 	<ul style="list-style-type: none"> There are no major bottlenecks on the road network on the NSC in Malawi. 	
Enhanced Trade Facilitation Processes		<ul style="list-style-type: none"> Zimbabwe and Mozambique should accelerate the implementation of the AEO program to enhance risk management Mozambique's vehicle dimensions and weight regulations (30t) are more stringent than in neighboring countries (34t). Additional vehicle insurance is required in Mozambique as it has not adopted the COMESA yellow card scheme. 	<ul style="list-style-type: none"> Unnecessary physical inspection at Zobue / Mwanza, Calomue / Dedza, Nyamapanda and Beitbridge border posts raises costs Better risk management and less physical inspection would speed up transit-cargo clearance processes (Malawi, Mozambique and Zimbabwe). Inadequate integration of ICT systems to streamline physical processing of cargo for compliance Establish a National Single Window as an online platform to process trade documentation (Malawi, Mozambique and Zimbabwe) Improved CBM, particularly at Mwanza/Zobue, Dedza/Calomue borders, Nyamapanda and Beitbridge border posts Physical inspections are carried out independently by different agencies (Malawi, Mozambique and Zimbabwe). High charges and fees to transit Zimbabwe on the NSC (~US\$70 in South Africa vs ~US\$700 in Zimbabwe) 	<ul style="list-style-type: none"> Malawi should accelerate implementation of the AEO program to enhance risk management 	<ul style="list-style-type: none"> No formal mechanism in place for the issuance of advance rulings (Malawi) Export procedures are bureaucratic requiring a lot of documents to export products Import procedures are lengthy, lot of documents and official fees / taxes (Malawi) Bureaucracy around import prohibitions, restrictions and licensing raises costs (Malawi) No legal provisions governing the fees charged by clearing agents (Malawi) Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature (Malawi) Complex system of taxation in raises the costs of imports into Malawi Malawi maintains ROO for non-preferential purposes but WTO notifications suggest otherwise Malawi has yet to establish an authority competent to conduct anti-dumping investigations

					<ul style="list-style-type: none"> • MBS facilities to try to obtain international accreditation (Malawi) • Currency declaration required for exports to be enhanced by better information exchange (Malawi) • Reassess export licencing of non-essential foods • Reduce mandatory export inspections and let export quality be market driven (Malawi) • Avoid duplication of import inspections and increase transparency (Malawi)
Reduced Use of SPS and TBT Measures				<ul style="list-style-type: none"> • Ancillary documentation from many agencies with headquarters in different locations raises costs (Malawi) • Requirement for new documents for every consignment, rather than the season, is expensive (Malawi) 	<ul style="list-style-type: none"> • NTMs increasing as customs tariffs decline, especially through the use of SPS measures (e.g. fruit)
Improved Transport and Immigration Procedures		<ul style="list-style-type: none"> • Need to enhance driver training, qualifications, registration and regulation 		<ul style="list-style-type: none"> • Weigh-in-motion scales at some weigh-bridges are non-operational resulting in ineffective pre-screening. • Need to enhance driver training, qualifications, registration and regulation. 	<ul style="list-style-type: none"> • Transporters in Malawi are concerned about the price squeeze (e.g. reduced from US\$68/t to US\$33/t in last 5Y) • Concerned of being squeezed out of the market and vulnerable to externally imposed costs (Malawi) • There is a need for a regional Vehicle Load Control Act to give teeth to MCBTA being developed by SADC
Strengthened Regional Corridor Management Systems					<ul style="list-style-type: none"> • Need to revive proposal to establish a Public-Private Dialogue platform for the NSC.

8.6 Draft Corridor Improvement Recommendations

The headline issues and recommendations that the GoM can act on that can be distilled from these tables are as follows:

Table 176: Headline issues and recommendations

Pillar	Issue	Recommendations
1. Higher Performing Infrastructure Networks	<p>6. Conversion of Songwe, Mwanza, Dedza , Milanje, Mandimba and Mchinji border posts to One Stop Border Posts (OSBP).</p> <p>7. Implement a tracking system to increase visibility of in-transit consignments on the Nacala railway.</p> <p>8. Communicate scheduling of railway maintenance with customers to enhance reliability of service.</p> <p>9. Streamline the impact of contramarker acquittal at the Entre Lagos / Nyuchi border and the removal of the need for electronic seals to track cargo in Mozambique.</p> <p>10. Need to rationalise the proliferation of dry ports in Malawi, to enhance multi-modal integration to expand logistics options for the country.</p>	<p>8. Commissioning of the Mchinji OSBP systems should be completed as soon as practically possible.</p> <p>9. Dedza OSBP should be completed, and ancillary systems should be commissioned as soon as practically possible</p> <p>10. Development and commissioning of OSBP facilities and ancillary systems at Milanje, Mandimba, Mwanza and Songwe should be fast-tracked.</p> <p>11. Encourage the implementation of a tracking system to increase visibility of in-transit rail consignments on the Nacala railway.</p> <p>12. Encourage more effective communication of the railway maintenance schedule to improve planning logistics on the Nacala railway.</p> <p>13. Engage Mozambique Customs on the scope to streamline the process of contramarker acquittal and to remove the need for electronic seals for transit cargo through Mozambique territory.</p> <p>14. Prioritise the development of dry ports in strategic locations to enhance multi-modal integration in Malawi and reduce congestion at maritime port terminals.</p>

Pillar	Issue	Recommendations
2. Enhanced Trade Facilitation Processes	<p>14. Limited capacity of the National Trade Facilitation Committee (NTFC) to implement the World Trade Organisation (WTO) – Trade Facilitation Agreement (TFA).</p> <p>15. Improve risk management to lessen the need for physical inspections to speed up cargo clearance process.</p> <p>16. Need to accelerate implementation of the Authorised Economic Operators (AEO) and/or Preferred Traders Programme (PTP) programme to enhance risk management.</p> <p>17. Malawi Customs does not operate a Single Window system (and neither does Mozambique and Zambia).</p> <p>18. COMESA Customs Bond Guarantee Scheme is apparently not operational in Malawi.</p> <p>19. No roll-out of COMESA-Simplified Trade Regime (STR) at key Mozambique borders by Malawi.</p> <p>20. International transit fees for Mozambique vehicles are high in Malawi (versus COMESA/SADC rates), which raises the costs to Malawian registered trucks on the Beira and Nacala Corridors.</p> <p>21. SADC 3rd Party Insurance not sufficient in Malawi, which prefers the use of the COMESA Yellow-Card Insurance Scheme.</p>	<p>16. Continue to build the capacity of the NTFC to implement the WTO-TFA instruments, especially those relating to Coordinated Border Management (CBM).</p> <p>17. Use this enhanced capacity in CBM to implement CBM practices at Songwe, Mwanza, Dedza , Milanje, Mandimba and Mchinji borders.</p> <p>18. AEO or PTP programme implementation should be accelerated by targeting larger transport firms plying the busier Beira and Durban routes.</p> <p>19. Establish a National Single Window as an online platform to process trade documentation (IT systems to link with other CBM agencies and neighbouring countries).</p> <p>20. Review the reasons for the non-operation of the COMESA Bond Guarantee Scheme in Malawi.</p> <p>21. Identify the bottlenecks to the inadequate roll-out of COMESA-STR at Mozambique/Malawi borders.</p> <p>22. Review all road user charges in Malawi and surrounding states including International Transit Fees to ensure that levels of charges are not to the detriment of Malawian truckers.</p> <p>23. Review the reasons for why the COMESA 3rd Party Insurance (Yellow-Card) is preferred over the SADC Insurance Scheme.</p>

Pillar	Issue	Recommendations
3. Reduced use of SPS and TBT Measures	<p>16. Ancillary documentation from many agencies with headquarters in different locations raises costs.</p> <p>17. Requirement for new documents for every consignment, rather than the season, is expensive.</p>	<p>24. Integrate trade documentation through the National Single Window.</p> <p>25. Relax requirement for documentation to once in a season unless there are changed circumstances such as new plant pests being identified.</p>
4. Improved Transport and Immigration Procedures	<p>20. Weigh-in-motion scales at some weighbridges are non-operational resulting in ineffective pre-screening.</p> <p>21. Update traffic survey data to verify the upgrading of weighing stations as proposed in the TTTFP Regional Weighbridge Location Plan (RWLP).</p> <p>22. Upgrading of weighing stations to the TTTFP design standards as proposed in the RWLP.</p> <p>23. Need to enhance driver training, qualifications, registration and regulation.</p>	<p>26. A weighing station improvement plan should be developed.</p> <p>27. The network of weighbridges along corridors should be linked to avoid unnecessary repeat weighing of vehicles.</p> <p>28. The efficiency of weighing stations should be improved through implementing systems to limit corrupt practices.</p> <p>29. A programme for improving driver training and qualifications, registration and regulation should be developed.</p>
5. Strengthened Regional Corridor Management Systems	<p>23. GoM needs to improve regulation of rail concession to enhance performance to ensure that the objective of lowering cost and increasing efficiencies are realised.</p> <p>24. Collapse of the Dar es Salaam Corridor Coordinating Committee.</p> <p>25. Non-existence of a Corridor Management Committee for the Nacala, Beira and North-South (Durban) Corridors.</p>	<p>30. Rail concessioning regulation should be improved to lower costs and improve efficiency.</p> <p>31. The suitable format of a Corridor Management Institution (CMI) should be developed with sustainable funding and promoting co-operation with other corridor states.</p>

Pillar	Issue	Recommendations
6. Other Non-Trade Measures	<p>34. Export and import procedures are bureaucratic requiring a myriad of documents to export products.</p> <p>35. Bureaucracy around import prohibitions, restrictions and licensing raises costs.</p> <p>36. Malawi has yet to establish an authority competent to conduct anti-dumping investigations.</p> <p>37. Finalisation of customs formalities still requires hard copies due to lack of legislation on electronic signature</p> <p>38. Complex system of taxation in raises the costs of imports into Malawi.</p> <p>39. Malawi maintains ROO for non-preferential purposes, but WTO notifications suggest otherwise.</p> <p>40. MBS facilities to try to obtain international accreditation</p> <p>41. Currency declaration required for exports to be enhanced by better information exchange.</p> <p>42. Reassess export licencing of non-essential foods</p> <p>43. Reduce mandatory export inspections and let export quality be market driven.</p> <p>44. Avoid duplication of import inspections and increase transparency.</p>	<p>25. Involve Ministry of Industry and Trade (MIT) and Malawi Trade and Investment Centre (MTIC) in resolving other NTMs for harmonization.</p>

8.7 Draft Implementation Action Plan

When compiling the Draft Implementation Action Plan, it was kept in mind that there are many ongoing studies, projects and initiatives ongoing in the SADC region aimed at improving the flow of trade on the many corridors in the sub-continent. It was therefore decided to focus on Malawi-specific actions that can improve trade flows on the corridors through the country.

The following table presents the Implementation Action Plan. The specific action is presented, with activities that should be undertaken, and the entity that should take the lead for its implementation:

Table 177: Draft Implementation Action Plan

No	Action	Activities	Entity responsible
1.	Develop and implement OSBPs at Songwe, Mwanza, Dedza, Milanje, Mandimba and Mchinji	4. Complete the commissioning of the Mchinji OSBP 5. Complete the Dedza OSBP and ensure ancillary facilities are available 6. Develop and implement of OSBPs at Milanje, Mandimba, Mwanza and Songwe in a fast-tracked manner	Ministry of Transport and Public Works
2.	Develop inland terminals/dry ports	6. Feasibility study to determine location, size, layout and implementation mode (public or PPP) (ongoing) 7. Once approved, proceed with implementation plan for funding, physical construction and systems implementation	Ministry of Trade and Industry
3.	Inform traders on railway maintenance scheduling	7. Provide web-access to the scheduling of railway maintenance	Ministry of Transport and Public Works
4.	Improve weighing stations infrastructure and operations	10. Implement a weighing station improvement programme 11. Link network of weighing through IT system to eliminate repeated weighing of vehicles within limits 12. Implement MaltIS at weigh stations and upgrade the design of the weigh stations in accordance with TTFP design standards, inclusive of cameras and	Malawi Roads Authority, Ministry of Transport and Public Works

No	Action	Activities	Entity responsible
		<p>a cashless payment system, to limit corruption at weighing stations - the adaptation of the layout of the weigh stations in accordance with the TTTFP design requirements will also limit corruption by providing clear routes for vehicles</p> <p>11. Update Average Daily Truck Traffic Surveys to confirm the correct upgrading of weighing stations</p>	
5.	Implement short-term border post physical improvements	<p>13. Improve internet connectivity at border posts – Mwanza, Dedza, Mchinji, others</p> <p>14. Improve backup power capacity - Mwanza</p>	<p>Malawi Revenue Au /Telecom Companies</p> <p>Ministry of Transport and Public Works</p>
6.	Implement medium to longer term border post improvements	<p>19. Endure adequate staff housing – Dedza</p> <p>20. Provide more border patrol vehicles at porous border posts – Dedza, Mchinji/Mwami</p> <p>21. Implement modern ICT solutions to streamline cargo processing and enforce compliance</p> <p>22. Implement the COMESA STR – Mchinji border post</p> <p>23. Computerize OGAs, provide access to ASYCUDA and develop and implements a SWS – Mwanza border post and others</p> <p>24. Reduce border post processing times by removing processing obstacles – Dedza, Mwanza and Songwe border posts</p>	<p>Ministry of Transport and Public Works</p> <p>Malawi Police Services</p> <p>Ministry of Trade Industry, Malawi Revenue Authority</p> <p>Ministry of Trade Industry, Malawi Revenue Authority</p>
7.	Malawi cooperates actively with the TTTFP Technical Assistance Committees	<p>30. Amend Road Traffic Act to include the final outstanding issues</p> <p>31. Domesticated and implement the Vehicle Load Management Model Law, Regulations and Systems</p> <p>32. Domesticated and implement the Dangerous Goods Model Law</p> <p>33. Domesticated the Cross Border Road Transport Act and Regulations and implement such</p>	<p>Ministry of Transport and Public Works, Directorate of Road Traffic and Safety Services, Malawi Revenue Authority,</p>

No	Action	Activities	Entity responsible
			Malawi Police Service, Ministry of Justice
8.	Improve trade facilitation	34. Implement improved Coordinated Border Management system at Songwe, Mwanza, Dedza, Milanje, Mandimba and Mchinji border posts 35. Accelerate the implementation of the AEO program 36. Simplify the trade documentation needed for consignments. This includes making documents machine readable using 2D barcodes, and providing for verification of authenticity using digital signature embedded into 2D barcodes. 37. Develop and implement a National Single Window System on an online platform 38. Activate the COMESA Customs Bond Guarantee Scheme in Malawi	Ministry of Trade and Industry
9.	Strengthen Corridor Management Systems	39. Improve rail concessioning regulation to lower costs and improve efficiency 40. Investigate the suitable format of a Corridor Management Institution (CMI) with emphasis on sustainable funding and promoting co-operation with other corridor states	Ministry of Public Works and Transport

9. Conclusion

This report is the Draft Final Report in this assignment, namely CONSULTANCY SERVICE FOR BASELINE, MIDTERM AND ENDLINE SURVEYS OF SELECTED MALAWI TRADE CORRIDORS AND BORDERS.

The report presents the main outputs of the project, namely:

- **Output 2: Draft Corridor Performance Baseline Survey:** time and cost performance of the 4 corridors and their various components
- **Output 3: Non-Tariff Measures and Trade Documentation Assessment:** including a review of the institutional background to trade and transit facilitation and developments in this regard, as well as assessment of and recommendations regarding NTMs and trade documentation;
- **Output 5: Border Post Time, Traffic and User Satisfaction Baseline Survey:** the detailed results and interpretation of the border post surveys performed at 3 border posts, and
- **Output 6: Final Baseline Corridor Performance Survey,** with 5-year assessments of both traffic and Customs revenue, and a discussion on tools to monitor corridor performance.

The report is concluded with recommendations for improving trade flows and corridor performance, followed by an Action Plan for implementation, with emphasis on actions that are Malawi-specific.

Annexure A: Institutional and Legal Framework

1. Introduction

Malawi's legal system is derived from that of the English Law. It is a constitutional state with a constitution that is geared towards international cooperation. The Law Commission is tasked with the review of laws regarding any matter relating to their conformity with the Constitution and the applicable international law. The international law of Malawi follows a dualist system. This means that an International Agreement only forms part of the Malawi law once it has been ratified by Parliament by way of a law (Article 211 of the Malawi Constitution). Ministers are tasked with the implementation of international agreements.

2. International Trade Agreements

WTO- FTA

The World Trade Organisation Free Trade Agreement entered into force in February 2017. Of the countries under discussion, Mozambique and Zambia have lodged their instruments of acceptance of the WTO, but Malawi has yet to do so. Malawi has notified its Category A commitments.

Malawi-China

Malawi concluded a bilateral trade agreement with China. In terms of this agreement, China grants preferential tariff treatment to certain products exported from Malawi, as specified in the Annex 1 of the Note of Special Preferential Treatment. According to the Malawi trade portal, these products include tobacco, tea, sugar cane, coffee, and legumes. This agreement also provides for contractual joint ventures.

Malawi-EU

Malawi currently trades with the EU on an "everything but arms" (EBA) basis, which is reserved for Least Developed Countries under the EU Generalised System of Preferences. This system removes import duties from products coming into the EU market from vulnerable developing countries. The EBA in turn provides Malawi with duty-free, quota-free access for all products except arms and ammunition.

3. Continental Agreements

African countries have policy statements and agreements that support integration and economic growth. However, the implementation of these policies and agreements are slower than planned. According to the African Transformation Report 2021, a reason is low implementation capacity and inadequate financing. "Aspirations are bold, with achievements too often elusive. But the reasons for slow progress go beyond capacity and financing. They are mired in the weak incentives for countries to engage politically when the gains are uncertain or small, especially for the large economies, and the

reluctance to give up control over some of their national policies to regional and continental organizations is considerable. There is thus a gap between the regional politics that shape the agreements that heads of state sign and the domestic politics that shape what governments implement and how. In countries with weak administration and uncertain rule of law and accountability (particularly in imposing credible sanctions for noncompliance), implementation takes place only when the incentives align to support it.”¹⁴

The above statement is witnessed in the slow uptake of agreements where countries, especially weak democracies, are required to surrender a measure of sovereignty. This is logical if it is considered that most countries in Africa have, in historical terms, only recently acquired sovereignty and are guarding it. The recent developments on the trade relations front specifically the speed with which the African Continental Free Trade Agreement has been agreed on and ratified by a majority of countries, provides a hopeful sign of maturing democracies.

African Economic Community

The African Economic Community was established by the Treaty of Abuja, which was concluded on 3 June 1991. The Treaty entered into force in 1994. All the African States, except Djibouti, Eritrea and Madagascar have ratified the Treaty, which renders it enforceable between the Member States.

The purpose of this Treaty is set out clearly and includes as an objective in Article 4.1(a) *inter alia*, the integration of African economies. The main policies to be harmonised and measures to be used to attain the objectives are to be found in Article 4.2. These include the following measures:

- harmonisation of policies
- liberalisation inter-regional trade by abolishing duties and non-tariff barriers (NTB's)
- gradual removal of obstacles to the movement of persons, goods and services, with special measures for landlocked countries
- harmonization of national policies in order to promote Community activities, particularly in the fields of agriculture, industry, transport and communications, energy, natural resources, trade, money and finance, human resources, education, culture, science and technology.

Article 5.1 of the Treaty determines that Member States must create favourable conditions for the development of the (African Economic) Community and the attainment of its objectives, particularly by harmonising their strategies and policies. The Member States further undertake to refrain from any unilateral actions that may hinder the attainment of the objectives.

Article 31 requires the removal of restrictions that constitute non-tariff barriers. Article 35 stipulates exceptions to the rule, allowing a Member State to impose or continue to impose restrictions in the interest of *inter alia* the-

- export of strategic minerals and precious stones;
- protection of infant industries;

¹⁴ 2021 African Transformation Report, Chapter 8

- the control of strategic products.

In terms of Article 87 of the Abuja Treaty, any dispute regarding the interpretation of the application of the provisions of this Treaty shall be amicably settled through direct agreement by the parties to the dispute. Failing such agreement, either party concerned may, within a period of twelve (12) months, refer the matter to the Court of Justice.

A Member State that feels aggrieved by an action of another Member State may, therefore, opt for amicable settlement, with the option of referring the matter to the AU Court of Justice. As a general rule, internal remedies have to be exhausted before a dispute is brought before the Court of Justice.

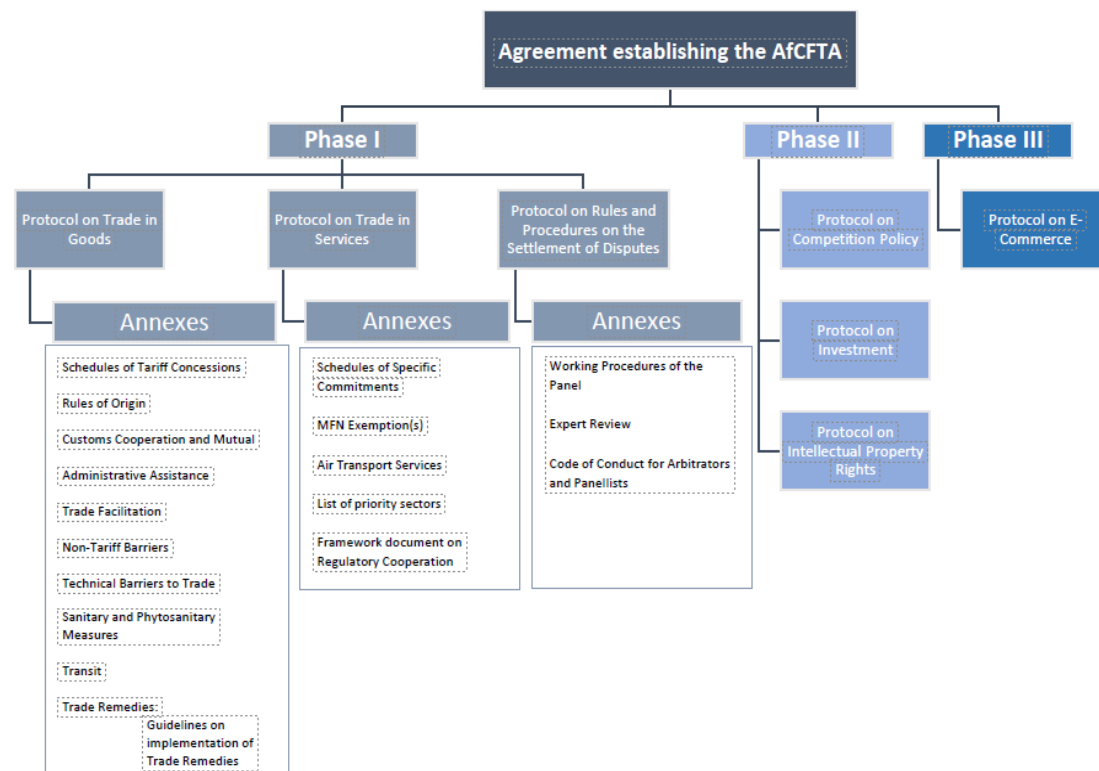
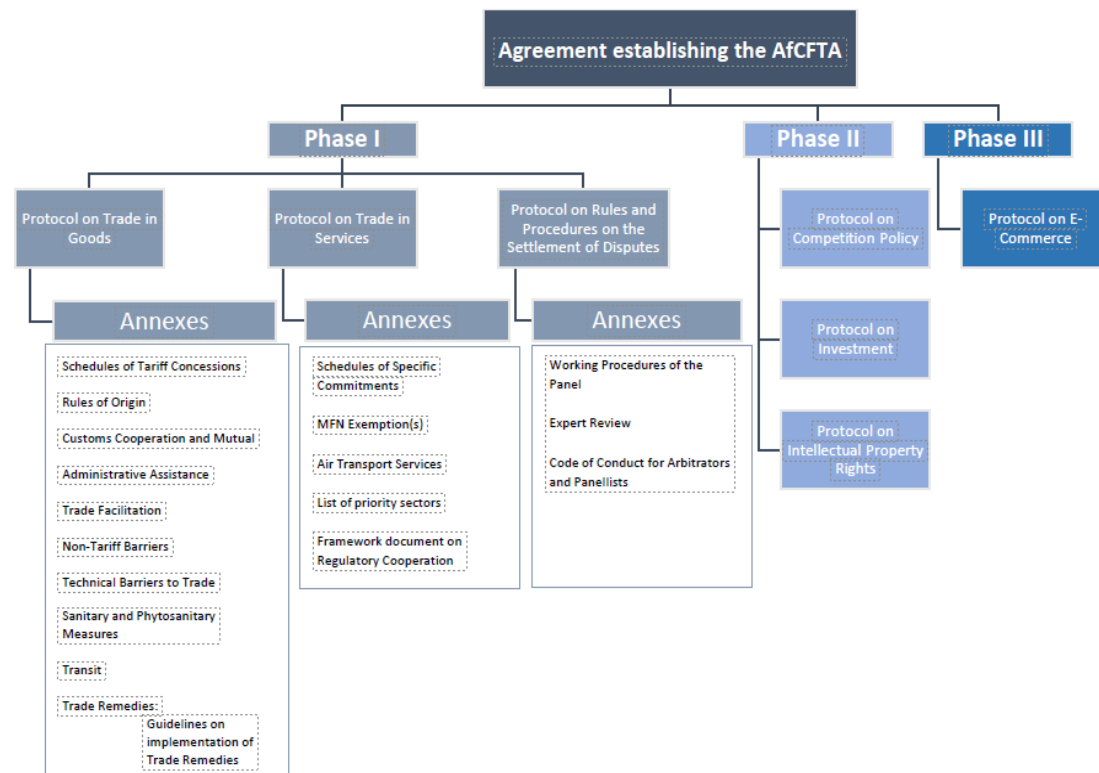
AfCFTA

The Agreement establishing the AfCFTA was signed in March 2018 in Kigali, Rwanda, following conclusion of the main legal texts. 54 Member States of the African Union have signed, and 30 countries have deposited their instruments of ratification with the Chairperson of the African Union Commission. The Agreement came into effect on 30 May 2019 and trading under the agreement commenced in January 2021. The main objective of the AfCFTA is to create a single market for goods and services to facilitate the free movement of persons and investments and to lay the foundation for a Continental Customs Union.

The AfCFTA distinguishes between “Member States” and “State Parties”. The latter are Member States that have ratified the AfCFTA Agreement or acceded to it, and for which it is in force. Only State Parties have rights and obligations under the AfCFTA Agreement. Of the Countries under discussion in relation to the trade corridors affecting Malawi, all but Mozambique and Botswana have ratified the Agreement and deposited its instruments of ratification. The AfCFTA is thus enforceable between Malawi, South Africa, Zimbabwe, and Zambia (“State Parties”). Mozambique and Botswana signed the agreement but have not yet ratified it.¹⁵

The diagram below visualises the AfCFTA:

¹⁵ AfCFTA website



Source: www.tralac.org

Architecture of the AfCFTA

Malawi has already submitted its schedule of tariff concessions to the African Union, as have 40 other State Partners.¹⁶ The agreed modalities for tariff negotiations are as follows:

- tariffs on 90% of tariff lines are to be eliminated. These are tariffs on non-sensitive goods. Non-Least Developed Countries liberalise tariffs of non-sensitive goods over 5 years and Least Developed Countries (LDCs) over 10 years.
- 7% of tariff lines can be sensitive goods. Non-Least Developed Countries liberalise tariffs of sensitive goods over 10 years and LDCs over 13 years.
- 3% of tariff lines can be excluded from liberalisation. The value of these imports may not exceed 10% of total intra-Africa imports.

The base rates for tariff offers are the applied Most Favoured Nation (MFN) tariffs for individual countries and the applied Common External Tariffs (CETs) for customs unions and ECOWAS.

At present (November 2021) preferential trade under the AfCFTA is not yet possible as the tariff schedules required are still being negotiated. Once an agreement is reached on the tariff schedules, they will be appended to Annex 1 to the AfCFTA for adoption by the AU Summit.

4. Regional Agreements

Malawi is part of COMESA as well as SADC. COMESA, the EAC and SADC concluded a Memorandum of Understanding (MOU) agreeing on future areas of co-operation without binding legal obligations. It is a gentleman's agreement without enforceable rights or obligations provided for in the MOU. The MOU however forms a basis for concluding other binding agreements.

COMESA-EAC-SADC Tripartite Trade Facilitation Agreement

While the MOU expresses a desire to cooperate, the Tripartite Free Trade Area (TFTA) provides for the intention and means for implementation. The TFTA gives effect to the MOU by creating binding legal obligations to facilitate and further provide for the activities and matters agreed to by the Tripartite. Article 14 amongst others, require the Member /Partner States to ensure adequate coordination between trade and transport facilitation within the Tripartite Free Trade Area. Unfortunately, this Agreement is not in force yet because of the slow rate of signature and ratification.

Currently 10 Member/Partner States, namely Botswana, Burundi, Egypt, Eswatini, Kenya, Namibia, Rwanda, South Africa, Uganda, and Zambia have ratified the TFTA Agreement, which falls short of the 14 Tripartite Member and Partner States required for the TFTA to enter into force in accordance with Article 39 (3) of the TFTA Agreement. A call for the ratification of the agreement was made at the Extraordinary Virtual Meeting of the Tripartite Council of Ministers held on 15 February 2021. This meeting was called to discuss the status of signature and ratification of the TFTA and the guidelines for management and monitoring of safe cross border movement of persons and personal goods while mitigating the spread of the Coronavirus.

¹⁶ Information correct as at March 2021

At a SADC Council of Ministers meeting in March 2021, the Ministers urged Member States to ratify the TFTA. The Council noted that 22 COMESA-EAC-SADC Member/Partner States have signed the TFTA Agreement while 10 Member/Partner States have ratified the agreement. Of the 10, Member/Partner States, five are SADC Member States (Botswana, Eswatini, Namibia, South Africa, and Zambia).

Economic Community of Eastern and Southern African States Free Trade Area

The FTA was achieved on 31st October 2000 when nine of the member States namely Djibouti, Kenya, Madagascar, Malawi, Mauritius, Sudan, Zambia and Zimbabwe eliminated their tariffs on COMESA originating products, in accordance with the tariff reduction schedule adopted in 1992. This followed a trade liberalisation programme that commenced in 1984 on reduction and eventual elimination of tariff and non-tariff barriers to intra- regional trade. Burundi and Rwanda joined the FTA on 1st January 2004. These eleven FTA members have not only eliminated customs tariffs but are working on the eventual elimination of quantitative restrictions and other non-tariff barriers.¹⁷

Currently, 16 out of 21 Members, including Malawi, are participating in the COMESA FTA with others in various stages of joining the trade regime.

Southern African Development Community Free Trade Area.

The SADC Protocol on Trade, 1996 (amended in 2010) envisaged a SADC Free Trade Area which was established in 2008. By the beginning of 2008, most customs duties had been eliminated on goods from the participating Member States (i.e. about 85% of goods attained zero duty in January 2008) and a Common Tariff System was applied to import of goods from non-Member States. Malawi has complied with all the requirements of the protocol in relation to tariffs.

5. Bilateral Trade Agreements

Malawi has bilateral trade agreements with South Africa, Mozambique, and Zimbabwe.

The trade agreement with South Africa provides for duty free imports for all goods grown, produced, or manufactured in Malawi. Certain goods such as unmanufactured tobacco, groundnuts (shelled or not) and processed groundnuts are subject to a minimum quantity for import permits. All goods are subject to import permits issued by the Director general of the Department of Trade and Industry. Malawi is under the agreement obliged to allow all goods grown, produced, or manufactured in South Africa to be imported into Malawi subject to the most-favoured-nation rate provided for in the Customs Tariff of Malawi. Certain goods to be imported into South Africa from Malawi are subject to an import permit. The agreement, however, still recognises the right of either party to impose surtaxes /surcharges on goods in the case where these are imposed by either country on goods imported from third parties.

¹⁷ COMESA Website

The Agreement with Mozambique also provides for duty free imports of goods grown produced or manufactured within either country. Certificates of origin is required as evidence to qualify the goods to be imported duty free. Annexure 1 to the agreement contains a list of goods excluded from preferential treatment. These, amongst others, include Sugar, and unmanufactured tobacco, the latter which is one of Malawi's stronger export products. This agreement is rather more restrictive than the South African Agreement and still subjects itself to international obligations of either party, even when it conflicts with the agreement. It, however, does provide for broad trade related cooperation and facilitation, working towards economic integration.

The trade agreement with Zimbabwe aligns with the WTO Agreement. It is a detailed document, providing for duty free imports, temporary suspension of the provision of the agreement in the case of sensitive products. The agreement is geared towards trade facilitation and economic integration. Subsidies that distort or threaten to distort competition between the countries are prohibited, but it allows a party to levy countervailing duties on a product to off-set the effects of subsidies where it had been imposed. The latter is however subject to the WTO provisions regarding countervailing duties. The agreement does not affect any rights and obligations arising from any international agreement already concluded by either Party.

Comment

Overlapping REC memberships, generally in Africa and possibly for Malawi, create conflicts of interests and in some cases conflicting obligations. Of Malawi's trade partners under discussion in this report, Zambia and Zimbabwe both have dual membership of SADC and COMESA. The other countries are SADC members only. Tanzania's dual membership of the EAC and SADC (and various other smaller groupings) have an impact on its international relationships. The EAC as a REC always negotiates as a REC and not as individual countries, leaving little room for deviations from the EAC position. Furthermore, the EAC structures provide for a measure of enforcement that is lacking in other RECs. This means that in the case of Tanzania the possibility exists that if the URT has to choose between opposing policy directions taken by SADC and the EAC, the EAC policy would probably prevail.

The legal position of the various trade agreements poses a navigational problem to officials and businesses alike. The hierarchy of the agreements have to be determined, while also considering government policy of the time. The AfCFTA [Article 19(2)] states that State Parties which have attained among themselves higher levels of integration than under the AfCFTA must maintain those levels among themselves. This Article, as well as the determination in the Dispute Resolution Annex to the AfCFTA, that disputes must firstly be resolved at REC level before the AfCFTA dispute resolution procedure is made use of, indicates that the current trade agreements will not be superseded by the AfCFTA in so far as it provides for a higher level of free trade and regional integration. The dispute resolution determination may pose a problem to Malawi as part of SADC, where no formal dispute resolution processes exist. The SADC Treaty and the protocols under the treaty provide for consensus decisions and the SADC Tribunal has been effectively suspended and its powers reduced.

The way forward presents a challenge to countries to determine exact position in relation to each trade partner in accordance with the hierarchy of agreements and obligations.

6. Transit facilitation measures

Transit traffic on most of the African corridors is experiencing notoriously difficult conditions. Various reports exist describing the time used to pass through border crossings. These are being addressed by various donor programmes, amongst others, by the World Bank's Southern African Trade Connectivity Project, which also benefits Malawi and Mozambique. In addition to border crossings experience has shown that considerable time delays as well as corruption are experienced at weighing stations. Lastly, driver training, driving license categories, vehicle quality and testing requirements vary widely between countries. These lead to law enforcement actions that delay transit times as well as a misalignment in technical requirements impeding bilateral and multilateral relations.

The above issues (excluding border crossings) are being addressed by the COMESA-EAC SADC Tripartite Transport and Transit Facilitation Programme (TTTFP), funded by the EU from the 11th EDF. The programme aims at harmonisation and where required, the standardisation of the legal and technical requirements regarding road transport. This programme was preceded by a baseline survey of the continental Member/Partner States of the COMESA-EAC-SADC Tripartite. To facilitate transport and free up the market, the purpose is to require one cross-border operator registration (in the country where the operator resides), which authorises the operator to transport to and through any Member/Partner State within the Tripartite. This goal will not be achieved in the short term as Member/Partner States still have a protectionist mindset and the benefits of a free transport market still needs to be illustrated.

The TTTFP aims to achieve the following key result areas:

Implementation of the Vehicle Load Management (VLM) Strategy

The Tripartite validated its Vehicle Load Management Strategy in November 2014. The strategy provides for the following:

- Legislation and regulations;
- Infrastructure and equipment;
- Enforcement and operations;
- Institutional/organisational structures;
- Human resources/training;
- Public support and cooperation, and
- Monitoring and evaluation.

Towards the achievement of this key result area, the following actions are being undertaken:

- The negotiation of a Vehicle Load Management Agreement, which has been finalised and is awaiting approval by the Tripartite Council of Ministers and signature by the Summit (Heads of State)

- Development of model legislative provisions based on the existing EAC legislative regime on VLM for promulgation at Member State level: A vehicle load management model law and regulations were developed, and the EAC Vehicle Load Control Act is being amended to align with this model law. The model law provides for the accreditation of weighing stations in accordance with ARSO standards (currently under development) and the Tripartite Regional Weighbridge Location Plan. The model law prescribes the method of determining axle, vehicle and combination of vehicles permissible mass limits. These are based on either the road carrying capacity, the manufacturers' ratings and various safety measures such as the underloading of the steering axle or mass distribution across the vehicle/combination of vehicles, and an overall permissible mass of 56 tonnes. Operational standards and guidelines are being developed with regards to the management and operation of a weighing station.
- Definition of institutional settings at national and corridor levels and institutional capacity building- as part of the implementation of the Vehicle Load Management Agreement (As well as the Multilateral Cross Border Road Transport Agreement), technical committees have been established for the countries who requested technical assistance from the programme. One of the committees undertakes capacity building projects where needed.
- Development of a system for monitoring and evaluation of the implementation of the harmonised VLM strategy. Monitoring will be conducted at the three levels of implementation: national, corridor (involving a cluster of countries served by each corridor), REC and Inter REC level: The Multilateral Cross-Border Road Transport Agreement (MCBRTA) establishes a vehicle load management committee at Tripartite level, which is tasked with monitoring and evaluation. As part of the monitoring and evaluation, it must evaluate the performance of the vehicle load managing on a regional (Tripartite)level.
- Development of harmonised guidelines for designs, operations, maintenance, management, financing, calibration and auditing of weighbridges: These guidelines are under development. Standards have been developed for the design, operations, maintenance, calibrations of weighbridges and the auditing of weighing stations. These standards need to be finally adopted by the ARSO.
- Establishment of VLM information system and cross border VLM integration with customs and border agencies: The technical specifications for a VLM information system have been developed and accepted by the Tripartite. These specifications are being made available to all Member/Partner States. Technical committees for the implementation of standards have also been established and technical assistance in this regard is being provided. The assistance, however, does not include financial assistance to acquire the information systems or to operate them.
- Establishment of guidelines and piloting the cross-border transporters self-regulation standard and system: In this regard, a standard has been developed and adopted by ARSO.

The harmonisation of EA-SA vehicle and driver standards

This key result area entails:

- Vehicle Dimensions and Equipment Standards

- Vehicle Testing Stations and Procedures: ARSO Standards for the layout and equipment, as well as the procedures for vehicle testing have been developed and adopted. Countries are being assisted to implement such.
- Transport Operator Registration: The MCBRTA and the Cross Boarder Road Transport Model Law provides detailed procedures and requirements for the registrant of operators. Some of the countries, e.g. Lesotho, has indicated interest in implement the system for national as well as international transport.
- Transportation of Abnormal Loads: The Transportation of Abnormal Loads is being standardised and the cost of permits are being linked to additional road consumption as well as other costs that may have to be incurred in the case of e.g. a vehicle that exceeds the prescribed dimensions. The terminology is standardised and the practice of issuing of permits for unstable loads is done away with as it is a road safety hazard.
- Transportation of Dangerous Goods: The Model regulations under the United Nations Agreement of 30 September 1957 concerning the International Carriage of Dangerous Goods by Road (ADR), have been adapted to suit the African environment in relation to the types of vehicles available and operational requirements. This has been adopted as an ARSO Standard, which is incorporated into the Tripartite Model Law on the Transportation of Dangerous Goods by Road. Most Tripartite Member/Partner States do not comply with the requirements of the ADR and have indicated willingness to implement such.
- Training and Licensing of Commercial Drivers: The training of drivers is being standardised through the adoption of a single driving licence training syllabus, mandatory training at a certified driving school, the adoption of the latest ISO driving licence codes(categories) and driving licence cards, as well as the same age and vision acuity requirements throughout the Tripartite region. Most of the Member/Partner States issue a commercial driver's licence or a professional driver's licence. However, the age requirements, categories and training requirements differ vastly. These are being standardised.
- Third Party Motor Vehicle Insurance Schemes: The COMESA Yellow Card Scheme has been agreed on to expand to the Tripartite.
- Road Transport Management Standards (Self-Regulation): As discussed above, the Road Transport Management Standard has been developed and adopted by ARSO. The standard is based on the South African RTMS. Namibia is in the process of implementing it and various other countries have requested assistance with setting up the system.

Preconditions for an Operational EA-SA Integrated Transport Register and Information Platform and System (TRIPS) Implemented

The TRIPS is essentially a “postbox” platform that links the National Transport Information Systems (NTIS) of Member/Partner States. It will provide a system whereby an operator's details and transgressions history could be retrieved by one Partner/State from the NTIS of another. In the example of a transgression, the information will be used to adjudicate the transgression and update the NTIS of the Member/Partner State accordingly. The requesting Member/Partner state does not keep the information – the updated information lies on the NTIS of the Member/Partner State where an operator/driver is registered.

This can however, only work where the requirements for operator registration is standardised in the region. A single operator registration is required – which will be in the country of registration. The Member/Partner States have agreed that the operator registration will authorise the operator concerned to operate into or through any other member/Partner State in the Tripartite. This does away with the third country rule and it has been agreed that cabotage will be revisited in future.

The same requirements apply to transgressions adjudication systems: a standardised adjudication system needs to be implemented in participating Member/Partner States, with standardised fines/fees. A specific transgression cannot for example be adjudicated in terms of the criminal law in one Member/Partner State and in terms of the administrative law in another. Operators also needs to be sure of the sanctions that apply in the case of transgressing a rule. In addition, quality requirements must be standardised: these include driver, vehicle and operator quality. The MCBRTA together with the VLMA and the model laws validated by the Tripartite provide in this need.

Efficiency of Regional Transport Corridors Improved¹⁸

“The majority of corridors lack formally defined governance and legal frameworks and do not have coordinated elaborated corridor development plans to guide joint actions by beneficiary Member States. To address these deficiencies the following measures are foreseen:

- Assistance in implementation of the Multilateral Cross Border Road Transport Agreement;
- Support the implementation of harmonised cross border third party motor vehicle insurance schemes in the 6 countries that are currently not part of the COMESA Yellow Card system;
- Rapid needs assessments and design of targeted corridor transport and transit facilitation measures on priority corridors, focusing on transport-related barriers that need policy, legal or regulatory changes in offending countries;
- Strengthening corridor governance legal and institutional frameworks. This will entail finalisation of the development, signing and ratification of the MoUs for the North South Corridor, Lobito, Nacala, Beira Corridors and Djibouti Corridor and assistance in their implementation;
- Support the development of corridor performance monitoring systems.”

7. Malawi's Position

Malawi has scored the best in the baseline survey of the Member/Partner States. The reason being that it had recently implemented a new NTIS that complies with most of the TTTFP baseline requirements. A new Road Traffic Act has been promulgated, supported by an ICT system that complies with the baseline requirements.

The 2016 baseline survey identified the following that still need to be done by Malawi:

- Vehicle Load Management:

¹⁸ <https://tttftp.org/main-activities/>

- *Despite the vehicle mass provision complying with the TTTFP baseline requirements, vehicle mass law enforcement is not on par yet. As¹⁹ part of the project to update the DRTSS 2005 Axle Load Control Strategy and to provide a five-year implementation plan, a country-wide axle load survey was undertaken to assess the incidence of overloading on the paved road network in Malawi. The axle load survey concluded the following with regard to the status of overloading in Malawi in 2014: The results of the axle load survey show that the incidence of overloading in Malawi is very high, with 50.4% of the heavy vehicles (HV) that were weighed being overloaded. These overloaded vehicles are on average overloaded by 4.3 t or 26.1% of the permissible maximum vehicle mass.*
 - Rigid and articulated vehicles make up 80% of the vehicles weighed. Vehicle combinations had the highest extent of overloading (60%), while rigid vehicles had the highest degree of overloading (34.8%).*
 - Approximately 80% of the vehicles weighed were domestic vehicles and 20% were cross-border vehicles. 50% of the cross-border vehicles were overloaded, with an average degree of overloading of 13.5%. The domestic vehicles had the highest extent of overloading (50.5%) and the highest degree of overloading (29.8%).*
 - The commodities with the highest extent and degree of overloading are agricultural products and construction materials.*
 - The average extent and degree of overloading of 3.1% and 5%, respectively, for vehicles weighed at four of the five permanent weighbridges are significantly lower than what was recorded during the axle load survey.*
 - On average, only 15 vehicles are weighed per day at each of the permanent weighbridges, which is significantly different from the average of 39 achieved during the axle load survey. Comparing the ADTT values for the sections of road past the permanent weighbridges with the average number of vehicles weighed at these weighbridges shows that on average only 16% of the vehicles passing the permanent weighbridges are actually weighed.*
- Vehicle load offences need to be decriminalised
- There is no performance-based system in operation
- The driver can still be held liable for overloading, while this is a decision made by the operator
- A 5% tolerance is allowed on Gross Vehicle Mass, which in terms of the baseline requirements, should have been 2% (this has however been changed to 0% after the Tripartite negotiations on vehicle load management)
- Equipment on vehicles

Malawi has prescribed the appropriate equipment for vehicles but have not incorporated the Standards identified by the baseline survey into their regulations. Malawi Bureau of Standards will need to adopt the relevant ARSO Standards, and these have to be incorporated in the road transport and traffic legislation.
- Loads on vehicles

19 Baseline Axle Load Survey in Malawi – 2014 by M Roux, S Lötter and P Nordengen

A number of contraventions and corresponding penalties are still to be legislated, amongst others the following:

- Overload of fitted tyre carrying capacity
- Overload of the steering axle
- Engine power to vehicle mass ratio

Extensive tables that prescribe the penalty amount in US\$ for overloading per axle in increments of 100kg, as well as the penalty amount in US\$ for gross vehicle mass (GVM) overloading also in increments of 100kg have been published in the Regulations, but no incremental penalty amounts have been published for the following aspects that have been legislated as contraventions:

- Underload of the steering axle (Regulation 23)
- Overload on the manufacturer's specification of the vehicle carrying capacity (Regulation 20)
- Sum of permissible maximum mass (Regulation 17)
- Underload of driving axle (Regulation 20(2))
- Carrying capacity of bridges (Regulation 22(1))
- Gross Combination Mass (Regulation 18)
- Maximum mass of 56 000kg (Regulation 22(4))
- Regional Weighbridge Location Plan

The Tripartite Baseline Survey of 2016 was accompanied by a Tripartite Regional Weighbridge Location plan. This plan used a formula (the Overload Control Index) to determine the optimal locations for weighing stations on the corridors within the Tripartite region. The purpose of the formula is to identify locations at intervals that do not result in the capital and operational cost of a weighing station to exceed the amount saved by curbing overload. The compilation of the plan was hampered by Member/Partner States not submitting its traffic counts or having outdated traffic counts. However, assumptions were made based on the traffic counts received and previous traffic counts, and the following locations for weighing stations were identified for the corridors traversing Malawi²⁰:

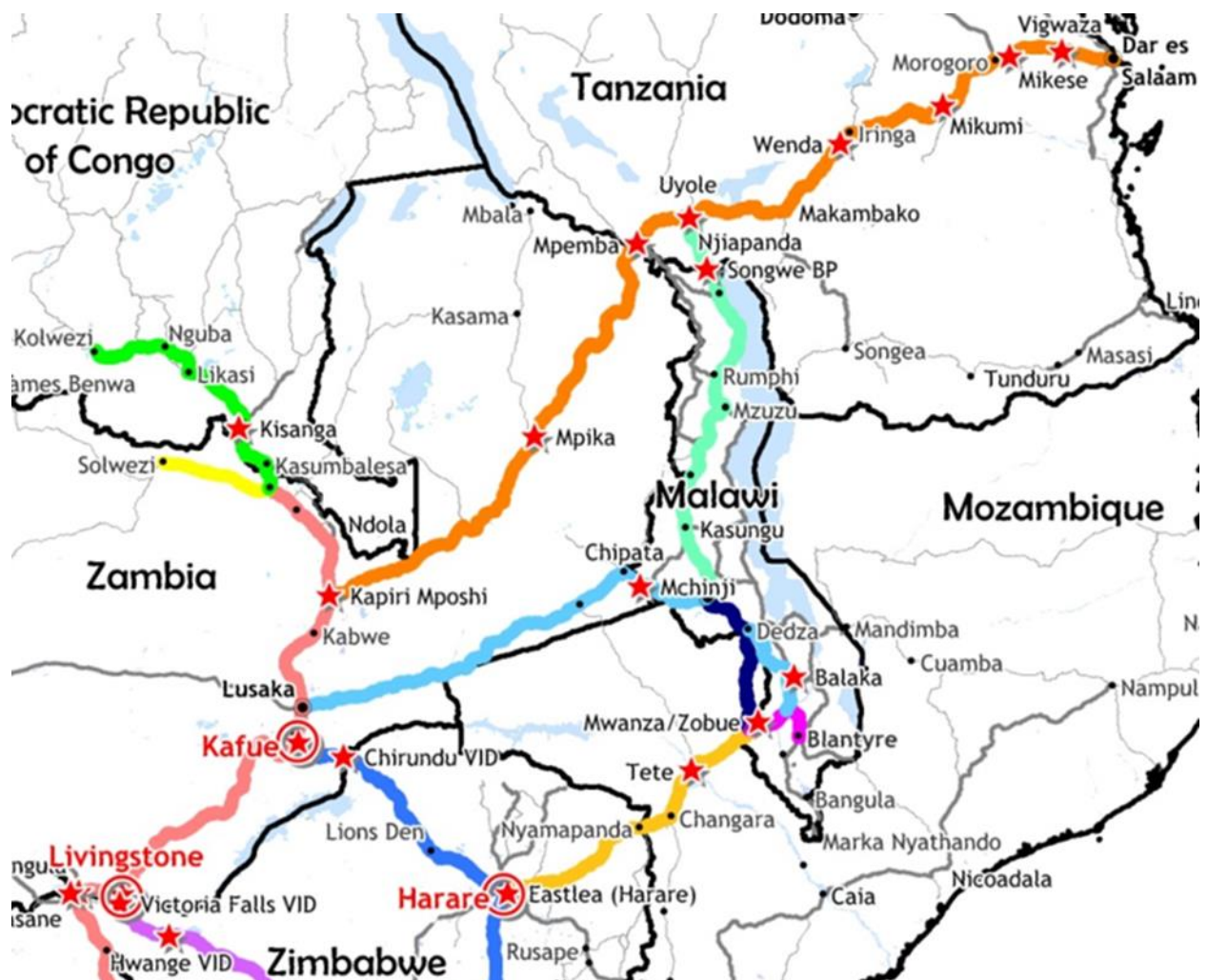
 - Beira Corridor: Weighbridge at Mwanza
 - Dar es Salaam Corridor: Weighbridge at Bwengu
 - Mtwara Corridor: Weighbridge at Kasungu
 - Nacala Corridor: Weighbridge at Mchinji
 - North South Corridor: No additional weighbridges to the north of Lusaka and Harare as the various routes become intertwined with the Beira and Dar es Salaam Corridors.

²⁰ Baseline Survey and Development of a Monitoring and Evaluation Framework and Plan for the Tripartite Transport and Transit Facilitation Programme- Malawi Final Country Report, 1 February 2017





Proposed Regional Weighbridge Network for the Nacala Corridor



Proposed Regional Weighbridge Network for the North-South Corridor

- **Transportation of Dangerous Goods**

The Road Traffic (Carriage of Hazardous Cargo) Regulations (G.N. 14/2000) prescribe various safety precautions in relation to the transport of dangerous goods but stop short of incorporating the ADR as agreed on by the Tripartite. Malawi will have to domesticate the Transportation of Dangerous Goods by Road Model Law, and adopt the ARSO Standard regulating the transportation of dangerous goods. The latter has been incorporated into the model law as regulations.

- **Evaluation of testing stations**

Malawi Bureau of Standards did not publish a standard for the evaluation of test stations. The Regulations provide for an Inspectorate of Motor Vehicle Inspection Stations, together with the requirements to be met by a vehicle inspection station to register. The DRTSS was appointed by the Minister of Transport to perform the duties of the Inspectorate of Motor Vehicle Inspection Stations as prescribed in the Road Traffic (Certificate of Fitness) Regulations (G.N. 15/2000).

Both vehicle inspection stations and vehicle inspectors are regulated and are required to be registered and graded in terms of the class of vehicles that can be examined (G.N. 15/2000). Malawi will have to adopt the ARSO Standard for the Evaluation of Vehicle Testing Stations, which provides for the layout of a testing station and the equipment to be installed and used.

- **Testing of Motor Vehicles for Roadworthiness**

No standard on the testing of vehicles has been published by MBS in Malawi and testing is performed in accordance with the Manual of Motor Vehicle Inspection Standards relating to the dimensions and equipment on or in respect of vehicles included in the Road Traffic (Construction, Equipment and Use) Regulations (G.N. 16/2000). The vehicles required to undergo vehicle testing in Malawi are aligned to the TTTFP requirements. Malawi has also registered some private Vehicle Testing Centres. At public and private vehicle inspection stations where vehicle testing equipment has been installed, the equipment interface directly to the Malawi National Transport Information System (MaTIS) to enable recording of the test results on the system without human intervention and printing of the Certificate of Fitness (CoF). There are however still public vehicle inspection stations where manual inspections are performed, and a test sheet is used to record the test results which are captured on the MaTIS for the printing of the CoF. The CoF disc is to be displayed on the windshield of the vehicle. The direct interface with the MaTIS is in line with the baseline requirements of the TTTFP. There are however some challenges with regard to the implementation, as is normal with the implementation of an entirely new regulatory system: Transitioning from a considerable period during which vehicles were only subjected to a manual inspection, to automated inspection with sophisticated equipment, it was found that an increased number of vehicles failed inspection. As it was impossible to enforce the higher standard of testing immediately, it was decided to allow for a phasing-in period during which the standard for certain aspects of the inspection is lowered. The standard of the brake testing on the brake roller was specifically excluded from such phasing-in.

- **ICT systems**

Every regulatory and operational module of the TTTFP is required to be supported by a National Transport Information System (NTIS) that includes the following aspects:

- an Operator Registration System to record details of operators, their registration and grading status, their depots, details of drivers and their professional status, their insurance cover and details of the motor vehicles used, as well as to record details of responsible competent persons and their registration status;
- a Transgressions System to record details of the transgression records and demerit points relating to operators, responsible competent persons and drivers, together with details of the motor vehicles involved;
- a Vehicle System to record details of vehicles, [vehicle licensing for countries which licence vehicles] the title holder and ownership of vehicles, the compulsory licence fees or road taxes, roadworthiness testing and prescribed insurance if any; and
- a Driver System to record details of drivers and the codes of the driving licence that they have obtained, as well as requirements for the compulsory training of drivers, learner driver testing, driver testing and professional driver testing.

Communication between Member/Partner States' National Transport Information Systems is facilitated by the TRIPS as described above.

In addition to the NTIS, a Weigh Station Management Information System is required for every weigh station, specifically the regional weigh stations. This system must enable communication between weigh stations. The purpose of this communication is to in future prevent vehicles having to be weighed at each and every weighing station on a journey, and so reducing standing time at weighing stations.

The specifications for the above systems have been compiled and approved at Tripartite level and is available to all Member/Partner States from the TTTFP.

8. Challenges

The TTTFP is an all-encompassing road transport regulatory system and the documentation developed up to date provides for the standardisation of technical matters which, if not standardised, in itself pose NTBs. Vehicle dimensions, while to a great extent, still pose a problem. Tanzania for example still allows only 17.0m in length for an articulated vehicle while the region's agreed length is 18.5m.

The programme is ambitious and will have to be implemented over time. The current programme is running until the end of March 2023. SADC however, has secured funding for further implementation from the African Development Bank and the other two REC's have also been requested to source further funding.

Change is not easy and radical change is even more difficult. This programme requires radical change in the legislation and operations of most Member/Partner States and it requires continued commitment from the RECs and officials to implement, as well as funds to acquire the systems and equipment required.

Annexure B: List of entities contacted on NTMs and Trade Documentation

Company name	Contact Number/Email	Validity of Contact Credentials	Organization Contacted (Y/N)
Aero Plastic Industries	265888821231	Number is valid	YES
Africa Leaf Ltd	2651710014	Number is valid	YES
African Tobacco Services	N/A	Number NOT valid	NA
Alliance One Tobacco Co	2651710255	Number is valid	YES
Arkay Plastics Industries	2651873024	Number NOT valid	NA
Association Tobacco Co	N/A	Number NOT valid	NA
Bakemans Confectionaries	265888844525	Number is valid	YES
Bakhresa	265888266000	Number is valid	YES
Bakhresa	265888266000	Number is valid	YES
Bata Shoe Company	265888202650	Number NOT valid	NA
BNC Packaging	265888343253	Number is valid	YES
Bowler Beverage	2651710657	Number NOT valid	NA
Cable Manufacturers	265999971700	Number is valid	YES
Candlex	265999964333	Number is valid	YES
Carlsberg	2651872999	Number is valid	YES
Chipunga Coffe Limited	265999957421	Number is valid	YES
Chombe Foods Limited	2651871526	Number is valid	YES
Conforzi Plantation Limited	265212232603	Number is valid	YES
Conforzi Plantation Limited	265212232603	Number is valid	YES
CORI	2651684656	Number NOT valid	NA
CORI	2651684656	Number NOT valid	NA
Dedza Pottery	265111752367	Number NOT valid	NA
Eastern Produce Malawi Ltd	+265111942452	Number NOT valid	NA
Eastern Produce Malawi Ltd	+265111942452	Number NOT valid	NA
Export Trading Company	2651842669	Number NOT valid	NA
Fadeth Furnitures	265998679383	Number NOT valid	NA
Great Lakes Cotton Co	265999965005	Number is valid	NA
Great Lakes Cotton Co	265999965005	Number is valid	NA
HMS Food & Grain	265999969457	Number is valid	YES
Illovo Sugar	265888395703	Number is valid	YES
JTI Leaf Malawi	265711110	Number NOT valid	NA

Company name	Contact Number/Email	Validity of Contact Credentials	Organization Contacted (Y/N)
Kamusu Art Shop & Gallery	2659999855806	Number NOT valid	NA
Kawalazi Estate Company	265995971171	Number is valid	YES
Kawalazi Estate Company	265995971171	Number is valid	YES
Kentam	2651320643	Number is valid	YES
Knitwear Industries	265212951541	Number is valid	YES
Krazy Kool	2651840013	Number NOT valid	NA
Limbe Leaf Tobacco Co	2651710355	Number is valid	YES
Limphasa Sugar Corporation	265999379271	Number is valid	NA
Linga Fine Food and Winery	265999955856	Number is valid	YES
Lujeri Tea Estate	265999966572	Number is valid	YES
Macoha Bangwe Factory	2651918951	Number NOT valid	NA
Macoha Bangwe Factory	2651918951	Number NOT valid	NA
Makandi Tea & Coffee Estates	2651471001	Number is valid	YES
Makandi Tea & Coffee Estates	2651471001	Number is valid	YES
Makandi Tea & Coffee Estates	2651471001	Number is valid	YES
Malawi Leaf Co	265 1 710 383	Number NOT valid	NA
Malawi Mangoes	2651770396	Number NOT valid	NA
Mapeto DWHS	N/A	Number NOT valid	NA
Mike Trading Group	2651876659	Number NOT valid	NA
MPL	0888824720	Number is valid	YES
Multi-Pack Limited	+2651878040	Number NOT valid	NA
Mzuzu Coffee Planters Coop Union	0999957403	Number is valid	YES
Mzuzu Coffee Planters Coop Union	0999957403	Number is valid	YES
Nali Group	2651844129	Number NOT valid	NA
Namingomba Tea Estate	2651473300	Number is valid	YES
Namingomba Tea Estate	2651473300	Number is valid	YES
Nampak Holdings	2651870533	Number NOT valid	NA
NASFAM	2651772866	Number is valid	YES
Nu Line Textiles	2658888368822	Number is valid	YES
Nzika Arts	2651342411	Number is valid	NA
OG Plastic	265998247108	Number is valid	NA

Company name	Contact Number/Email	Validity of Contact Credentials	Organization Contacted (Y/N)
Paradise Wear	265881297720	Number is valid	NA
Patson Produce	+265164099	Number NOT valid	NA
Patson Produce	+265164099	Number NOT valid	NA
People of the Sun	265886449292	Number is valid	YES
Petroleum Services Ltd	265995222000	Number is valid	YES
Pharma Nova	2651870747	Number is valid	YES
PipeCo	265888821142	Number is valid	YES
Polyplast	265888829028	Number is valid	YES
Premium Tama Tobacco	265999988881	Number is valid	NA
RAB Processors Malawi	2651845200	Number NOT valid	NA
RAB Processors Malawi	2651845200	Number NOT valid	NA
Raiply	2651340212	Number NOT valid	NA
Robray	2651640406	Number NOT valid	NA
RWJ Wallace	n/a	Number NOT valid	NA
Sable Farming Co	2651660153	Number NOT valid	NA
Sable Farming Co	2651660153	Number NOT valid	NA
Satemwa Tea Estate Limited	2651473233	Number NOT valid	NA
Seba Foods	265992542322	Number is valid	NA
Smallholder Tea Company	265995200674	Number is valid	NA
Stickman Cane Furniture	265999398601	Number NOT valid	NA
Sun Seed Oil Limited	2651725239	Number is valid	YES
Thyolo Nut - Badanga (Lujeri)	2651460266	Number is valid	NA
Tobacco Association of Malawi	n/a	Number NOT valid	NA
Transglobe Produce Export	2651843488	Number NOT valid	NA
Transglobe Produce Export	2651843488	Number NOT valid	NA
Transglobe Produce Export	2651843488	Number NOT valid	NA
Universal Farming & Milling Limited	2651697224	Number NOT valid	NA
Universal Industries	2651870055	Number NOT valid	NA
Venetia Blind (PipeCo)	265888821142	Number is valid	YES
Victoria Investment Ltd	2651942452	Number NOT valid	NA
Vizara Plantations Limited	265999846284	Number NOT valid	NA

Annexure C: Telephonic survey form

TMEA Corridor Baseline Survey

NTM Survey Phone Screen Questionnaire

Questionnaire/Company Number:

Notes for the interviewer:

Instructions for you are in black font. Information that you read out/explain in your own words to respondents is in bullet form.

This template can be used for both exporting and importing companies. Parts which will be different when you call importing companies are highlighted in underline text.

Please get acquainted with "Guideline for Interviewers" before starting the survey.

Select a company from the register provided (list of companies) and fill in the following information before calling:

B. Questionnaire/Company Number: Please mark this at the top of the page

C. Company Name:

D. Company's Unique Number (as indicated in the sample frame):

E. Company Location (City):

F: Phone Number (Including Codes):

G: Company Size (If Known):

H.	<input type="checkbox"/>	Tick if the phone number is wrong or when the company could not be reached after three trials
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Introduce yourself and ask for an appropriate manager/employee:

Good morning/afternoon. I am calling on behalf of the Ministry of Industry and Trade from Econogistics Consultants.

May I please speak to the manager/employee who deals with regulations pertaining to exporting / importing goods from/to Malawi?

If asked to explain why, add:

- Econogistics Consultants has been contracted by TradeMark East Africa (TMEA) to carry out an update of a survey conducted in 2012 on the obstacles to trade which companies experience when exporting/importing their goods.
- The Ministry of Industry and Trade want to better understand the current export/import conditions for Malawi's business sector.
- TMEA is conducting this survey in collaboration with the Ministry of Industry and Trade.
- Your answers will help to identify the most predominant obstacle to trade your sector is currently facing.

Tick if the person is unavailable			
Name of person to contact?			
Phone number of the person to contact?			
In this case, arrange time to call back, thank the respondent and terminate interview.			
Date and time to call back:			
If put through, continue:			
<ul style="list-style-type: none"> • Good morning/evening. I am [name of interviewer] from Econogistics Consultants. • I am calling on behalf of a TMEA which focuses on trade development and we are seeking the opinions of Malawi's business sector, with respect to obstacles and barriers to trade that affect your products when you import/export. • Your answers will be treated as strictly confidential, and will help to identify the most predominant obstacles to trade your sector is currently facing. • This survey aims at capturing the burdensome regulations which strongly affect your products (for example certification requirements) and related procedures and obstacles that can hinder export/import (for example lack of testing facilities and cumbersome customs procedures). 			
Would you mind answering a few questions, which will require only a few minutes of your time?			
YES (mark with X in box opposite)		NO (mark with X in box opposite)	
In case of YES, ask:			
J. Does the company export, import or both? Select ONE box:			
1.	Company EXPORTS	In this case ask Question K	
2.	Company IMPORTS	In this case ask Question L	
3.	Company EXPORTS and IMPORTS	In this case ask Questions K and L	
K. What is the main export sector of the company?			
L. What is the main import sector of the company?			
Mark responses in the second and third column of the table below. If respondent has difficulties identifying the sector, read the sector names from the first column in the table below.			
Sectors	K. Main export sector	L. Main import sector	
(Select one box with X and specify sub-sector)			
1. Fresh food and raw-agro-based products			
2. Processed food and agro-based products			

3. Wood, wood products and paper				
4. Yarn, fabrics and textiles				
5. Chemicals				
6. Leather and leather products				
7. Metal and other basic manufacturing				
8. Non-electric machinery				
9. Computer, telecoms and consumer electronics				
10. Electronic components				
11. Transport equipment				
12. Clothing				
13. Miscellaneous manufacturing				

M. Who is in charge of your export process and compliance with customs procedures and other export/import related regulations?

You can read answers to the respondent to make it easier to answer. Multiple answers are possible here (Select boxes that apply with an X)

1.	<input type="checkbox"/>	Our company itself (our company has an export/import specialist)
2.	<input type="checkbox"/>	Partner company abroad, which imports/exports goods of our company
3.	<input type="checkbox"/>	Specialist freight forwarding company or shipping line agent
4.	<input type="checkbox"/>	Other (please specify)
5.	<input type="checkbox"/>	I do not know

Attention: If respondent says “I do not know” because you need to interview an export/import specialist who should know this, otherwise you are interviewing the wrong person. In such cases, ask to forward your call to an export/import specialist.

N. Does your company experience any difficulties with restrictive or complex regulations and requirements imposed by Malawi, by your transit country, or by your partner country?

These requirements can be difficult themselves or it can be difficult to comply with them due to a lack of efficient procedures or facilities related to exportation/importation.

If company needs further information, add:

Regulations and requirements include, for example:

- Technical requirements on product content or labelling;
- Requirements related to inspection of goods; and,
- Legal quantity limitation on exports/imports.

Obstacles to trade include, for example:

- Lack of efficiency of the agency that certifies the conformity of your product;
- Inappropriate facilities to store your products before or after shipment; and,
- Long delays in the testing laboratories before result are available.

Do any of your products face restrictive regulations or obstacles to trade?

YES (mark with X in box opposite)	<input type="checkbox"/>	NO (mark with X in box opposite)	<input type="checkbox"/>
-----------------------------------	--------------------------	----------------------------------	--------------------------

If the answer is NO go directly to Question R (skip Questions O-P-Q).
If the answer is YES, continue (ask for an appointment for a face-to-face interview).

O. We would like to better understand the obstacles to trade you experience when exporting/importing products. Would you be willing to participate in a 3-30 minute face-to-face discussion with the interviewer?

- All information you provide is strictly confidential. Neither your name nor the name of your company will be captured in relation to your answers.
- The purpose of the survey is to identify the most burdensome impediments that your sector currently faces when exporting or importing.
- Your company has been randomly selected. We are interviewing around 100 exporting and importing companies by phone, and in addition, carry out 25 face-to-face interviews.
- Your participation in the interview will help to better understand the specific import/export challenges and the need of the sector.
- Based on the provided results, the Ministry of Industry and Trade will prepare a report that will form part of a baseline survey for trade to and from Malawi, which will be shared with the different stakeholders, including the business sector of Malawi.

YES (mark with X in box opposite)

NO (mark with X in box opposite)

If the answer is NO, go directly to Question R (skip questions P and Q)

If the answer is YES, proceed to Questions P and Q:

Which date, time and location would be convenient for you to have a face-to-face interview:

P. Date and Time:

Q: Location of Interview:

R: How many employees does your company have? Approximate number is sufficient, for example between 5 and 10 employees.

1	Under 5 employees	5	21-50 employees	9	251-500 employees
2	5-10 employees	6	51-100 employees	10	501-1000 employees
3	11-15 employees	7	101-200 employees	11	>1000 employees
4	16-20 employees	8	201-250 employees	12	I do not know

S: What percentage of your employees are female? Approximate number is sufficient, for example between 30% and 40%.

1	<5%	5	31-40%	9	71-80%
2	5-10%	6	41-50%	10	81-90%
3	11-20%	7	51-60%	11	>90%
4	21-30%	8	61-70%	12	I do not know

T: Is your company owned and/or operated by a women (or group of women)? If needed, specify that this YES of NO answer is sufficient (mark with an X in the appropriate box)

1	YES		2.	NO		3.	I DON'T KNOW	
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Thank the respondent and terminate interview

Mark if the respondent was female or male (mark with an X in the appropriate box)

U.	Respondent is	1.	Female		2.	Male	
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Annexure D: SADC NTBs and NTMs reported between April 2018 and 9 February 2022

Key:



In Process



Marked as new, but relatively old²¹ and are not resolved



New



Resolved after a long period



Resolved after a medium period



Resolved quickly or relatively quickly

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
5	2	1	5	1	11	2	10	11
Import ban on baked goods to protect national industry	Ban on foreign vehicles loading/carrying minerals	NTM: Enforcing the third country rule	Inspection fees charged but no inspections are done, drivers have	Lack of coordination between government institutions – Namibia's	Import ban based on phyto sanitary standards Import ban on honey –	TBT – Vague labelling requirement and rejection of UK Chief Medical	Reported as Zimbabwean TBT, but it relates to South African officials at Beit	Government monopoly on import/export: Ban on products to be exported to

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
			to pay to get passports stamped	GMO requirements higher than that of South Africa	German National Accreditation Body's certification not accepted	Warning, which is accepted in other countries	Bridge requiring a product that has been exported to Zimbabwe for 5 yrs under the name "apricot sweets" to be re-labelled "sweets apricot" - both the product packaging and the invoice uses "apricot sweets"	neighbouring countries – vehicles being detained for clearance
In Process since 10/09/2020	Marked as "new" – registered on 12/08/2021- legal opinion obtained	Referred to COMESA Secretariat NTB Unit to facilitate consultations	Resolved within 11 months	Marked as "new"- reported on 20/01/2021	Marked as "new" – reported on 28/10/2021	Marked as "new" – reported on 31/01/2022	Marked as "new" – reported on - 04/11/2021	Resolved within 2 days
Calculation of Road User Charges –	Mandatory covid testing for which a		Escort fees introduced at Zobue to		Rules of origin disputes between SA	Transit Issue: ban on importation of	Administrative – border hours – Beit Bridge:	Costly Road User Charges: Zambia does

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
GVM different in “white book” than on vehicle plating (various complaints)	fee of US\$45 is charged		escort trucks to Beira – fee calculated unfairly and a scanning charge is imposed as well.		and Mauritius (three complaints)	poultry from avian flu countries: Zambian vehicle transiting with eggs through Tanzania barred	clearance of vehicles reduced from +/-1500 per day at the North-South Corridor border to +/-400 – various factors identified but lack of harmonisation by government enforcement agencies creates huge bottleneck	not impose the same charges on vehicles from different countries
In process since 10/08/2020	Resolved within 4 days		Marked as “new”, but it was reported on 28/05/2020- not resolved		Marked as “new”- reported on 04/10/2021	Resolved within 2 years	Marked as “new” - reported on 24 August 2021	Marked as “new” – reported on 03/11/2020

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
No tolerance allowed at weighbridge			Corruption: Bus travellers are being charged ZAR50 on Zobue-Cuchamano border post for passport stamping		Domestic assistance to companies- a Broad Based Black Empowerment compliance certificate required from a non-South African Company	Rules of Origin: Denial of preferential treatment of Tanzanian product by Kenya (beer)	Other: ZIMRA requires all transporters to be registered on its system before being able to lodge an electronic manifest- small and medium transporters lack technical knowledge to use the system	Arbitrary customs classification – imitation dairy products classified as dairy.
In process since 20/07/2018			Resolved within 22 months		Marked as “new” reported on 12/05/2021	Resolved within 2 months	Resolved within 2 months	In process since 18/03/2021
Additional taxes and charges- double tax on imported			(“other)- obstructive practice – tobacco loads being opened- buyers				Other: Zimbabwe not consistently applying covid measures	Vehicle Standards: Driver fined for plying for hire and reward, while

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
alcoholic beverages			demand official letter from Customs to attest to opening of load – officials do not issue such					the vehicle is exempt from obtaining a public transport permit (manufacturer's own vehicle)
In process since 20/07/2018			Resolved within 6 months				Resolved within 9 months	Resolved within 9 months
Vehicle equipment – high cube containers – no exemption			Transit: Mozambique cancelled all visas for foreigners travelling to Mozambique – drivers from DRC stuck at border post				Other: Exporter from Zambia unable to obtain permit as Zimbabwean officials are not available – informally told by official that the company may re-use existing permit, but it must pay for it	Lengthy customs clearance procedures: border operation times changed necessitating longer routes to alternative border posts, one complaint regarding quarantine for all truck

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
								drivers (two complaints)
In process since 17/05/2018			Resolved within 2 days			In process since 04/08/2021	In process since 03/02/2021	Quarantine complaint resolved within 2 months
					TBT- Truck detained for inspection for overly long period (certificate of conformity)		Other: This NTB was registered as imposed in Zimbabwe but it concerns obtaining Certificates of Conformity from its products that are to be exported to Zimbabwe and Kenya from Bureau Veritas South Africa- undue delays and	Additional taxes and charges: Zimbabwean company being charged non-COMESA/ SADC Free Trade area rates on VAT

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
							administrative hassle in provided the certification of products that have previously been certified while the production process has not since changed	
					In process – reported on 11/02/2022 – not resolved		Resolved within 2 months	Om process since 14/- 01/2020
					Transit and TBT– SARS inspection process takes too long (two complaints)		Arbitrary Customs Classification: Since COVID small scale Zambian traders are required at the Chirundu Border to	Government Policy and regulations: Vehicle not required to have a cross border permit detained for not having such

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
							follow the formalised clearance processes and are denied the shorter COMESA STR for qualifying goods (two complaints)	
					Resolved within 4 months		In process since 02/02/2021 and 03/02/2021 respectively	Resolved within a day
					Lengthy procedures - SARS delaying vehicles demanding various documentation		Import Licensing: long delay in the processing of applications (2 complaints)	Government Policy and regulations: Proposed legislation restricting foreign registered operators loading cargo

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
								into and out of Zambia
					Resolved in 9 months		Resolved within 13 months	In process since 23/07/2020
					SARS customs delays in inspection of container			Government Policy and Regulations: Weighbridges give varying readings – Zambia applies 0% tolerance while the other North-South Corridor countries apply between 2% and 5% tolerance on GVM ²²

²² The South African Government commissioned a study of 58 weighbridges, which was carried out by the CSIR in South Africa. The study found that the weighbridges, while calibrated to the same standard, varies just under 2% on weighing GVM. This tolerance was proposed to the TTTFP, but at the final stages it was rejected. It was agreed that the same study could be undertaken outside of South Africa to verify the results of the CSIR study. This complaint supports the findings of study that it is impossible for all weighbridges to weigh exactly the same and a small tolerance need to be allowed.

Botswana	DRC	Malawi	Mozambique	Namibia	South Africa	Tanzania	Zimbabwe	Zambia
					Resolved in 3 days			Resolved within 9 months

Annexure E: Border Post Infrastructure Survey Results

Mwanza Infrastructure Survey Results

Entry	Mwanza current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
1A - How Many Service Counters Are There For Verification Of Goods?	2
1A - How Do You Rate These Service Areas?	BAD
Remarks	None
2A - Are There Sufficient Counters For The Verification Of Goods?	NO
2A-1 - How Many Consignments Are Examined Per Service Counter?	1 at a time
2B - How Do You Rate The Adequacy Of The Service Areas?	not good
Remarks	None
3A - How Many Service Counters Are Available For The Clearing Of Persons?	4
3B - How Do You Rate The Adequacy Of Those Service Areas?	NOT GOOD
Remarks	counters are very cramped
4A - Are There Enough Counters To Clear The Persons?	yes for current border requirements
4B - How Do You Rate The Adequacy Of Those Service Counters?	NOT GOOD
Remarks	None
5A - Are There Washrooms In Place?	Yes
5B - How Do You Rate The Adequacy And Cleanliness Of The Washrooms?	Poor
Remarks	washrooms are adequate for the current border
6A - Is The Facility Accessible By Physically Challenged Persons?	NO
6B - How Do You Rate The Accessibility For Physically Disabled Persons?	NOT GOOD
Remarks	None
7A - Are There Washrooms Available For Physically Disabled Persons?	NO
7B - How Do You Rate The Suitability Of The Washrooms For Physically Challenged Persons?	NON-EXISTENT
Remarks	NO WASHROOMS FOR THE PHYSICALLY DISABLED

Entry	Mwanza current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
8A - Are There Changing Rooms?	None
8A-1 - How Many Changing Rooms Are There?	N/A
8B - How Do You Rate The Suitability Of The Changing Rooms?	N/A
Remarks	N/A
9A - Are There Nursing / Mother's Rooms Available?	None
9B - How Do You Rate The Adequacy Of The Nursing / Mother's Rooms?	N/A
Remarks	N/A
10A - Are There Sanitary Disposal Facilities Available?	NO
10B - What Is The State Of The Sanitary Disposal Facilities?	NON-EXISTENT
Remarks	None
11A - Are There Passenger Walkway Canopies And Bus Sheds?	there are canopies over the area where the buses park but nowhere else
11B - What Is The Condition Of The Canopies And Sheds?	adequate but does not cover the whole road
Remarks	N/A
12A - Are There Access Roads And Parking Facilities?	Yes
12B - What Is The Condition And Adequacy Of The Access Roads And Parking Facilities?	adequate
Remarks	access road are not in a good condition
13A - Are There Quarantine Measures For Animals And Persons In Place?	NO
13B - What Is The State Of The Quarantine Facilities?	NON-EXISTENT
Remarks	NONE
14A - Are There Warehouse Facilities Available?	NO
14B - What Is The Condition Of The Warehouse Facilities?	NON-EXISTENT
Remarks	None
15A - Are There Cold Room Facilities Available?	None
15B - What Is The Status Of The Cold Room Facilities?	N/A
Remarks	N/A
16A - Are There Animal Pens Available?	None
16B - What Is The Condition Of The Animal Pens?	N/A
Remarks	N/A
17A - Is There An Incinerator Facility Available?	NO
17B - In What Condition Is The Incinerator Facility?	NON-EXISTENT
Remarks	NONE
18A - Is There Clear And Relevant Signage?	Yes

Entry	Mwanza current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
18B - How Is The Signage Placed?	Signage is not very good in terms of direction or placement
Remarks	
19A - Is The Drainage System In Place?	NO
19B - How Is The Drainage System?	NON-EXISTENT
Remarks	
20A - Is There A Space Reserved As An "Exclusive Use Area"?	NO
20B - How Is The "Exclusive Use Area" Established?	NON-EXISTENT
Remarks	None
SOFT INFRASTRUCTURE	SOFT INFRASTRUCTURE
1A - Is There A Water Shortage?	None
1A-1 - If Yes, How Many Hours On Average Is Water Available?	N/A
1B - What Is The Status Of The Water Supply?	No real issues with water
Remarks	N/A
2A - What Is The Average Number Of Hours Of Power Outage Per Week?	Power was never off for more than an hour, generator usually kicks in pretty quickly
2B - What Is The Status Of The Power Supply?	NOT GOOD, IN SERIOUS NEED OF REPAIRS
Remarks	The generator is not very big and also quite old, will not suffice for an OSBP
3A - Is There A Standby Generator Or Other Sources Of Power Supply?	Yes
3B - What Is The Status Of The Standby Generator Or Other Sources Of Power?	NOT GOOD
Remarks	The generator is not very big and also quite old, will not suffice for an OSBP
4A - Is There Interconnectivity Between Border Regulatory Agencies At The Border?	Yes
4B - How Do You Rate The Interconnectivity?	Good
Remarks	Meetings seem to happen bi-monthly
MAINTENANCE OF THE FACILITY	MAINTENANCE OF THE FACILITY
1A - Are Cleaning Services Available?	Yes
1B - How Do You Rate The Cleaning Services At The Border?	Adequate
Remarks	None
2A - Is There A Mechanism For Waste Management At The Border?	no
2B - How Do You Rate The Waste Management At The Border?	Non-existent

Entry	Mwanza current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	None
3A - Is There a Budget Line Available Annually For The Maintenance Of The Border Infrastructure And Equipment?	NO
3B - Is The Budget Sufficient To Meet Needs?	No
Remarks	Budget is available only for essential requirements
4A - Is There Periodic Maintenance Of Assets?	NO
4A-1 - Is There An Inventory Management Of Assets In Place?	NO
4B - How Do You Rate The Management Of The Framework Of Assets?	Poor
Remarks	NO BUDGET
SAFETY AND SECURITY	SAFETY AND SECURITY
1A - Is The Border Area Fenced?	yes
1B - How Is The Control Zone Fencing?	POOR
Remarks	PEOPLE ARE FREE TO WALK WHERE THEY PLEASE
2A - Is Fire Equipment Functional And Placed In The Appropriate Locations?	Yes but does not work and there are some fire extinguishers
2B - What Is The Status Of The Firefighting Equipment?	Poor
2C - Is The Firefighting Equipment Serviced Periodically?	No
2D - Do Border Officials Have Knowledge On Using Firefighting Equipment?	No
2E - Are There Assembly Points Allocated?	Yes
Remarks	None
3A - Is There Sufficient Lighting At The Facility?	Yes
3B - How Is The Lighting At The Facility?	Good
Remarks	None
4A - Is There A Medical Aid Facility?	NO
4B - What Is The Status Of The Medical Facility?	POOR
Remarks	n/a
5A - Are There Cargo Scanners Available?	Yes
5A-1 - How Do You Rate The Cargo Scanners' Functionality?	Adequate
5B - Are There Luggage Scanners Available?	No
5B-1 - How Do You Rate The Luggage Scanners' Functionality?	N/A
5C - Are There Walk Through Scanners Available?	NO
5C-1 - How Do You Rate The Walk Through Scanners' Functionality?	N/A

Entry	Mwanza current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
5D - Are There Body Search Scanners Available?	None
5D-1 - How Do You Rate The Body Search Scanners' Functionality?	N/A
Remarks	N/A
6A - Are CCTV Cameras Installed And Monitored?	Yes
6B - How Do You Rate The CCTV System's Functionality?	POOR
Remarks	Some cameras are not in operation
7A - Are There Control Gates Available?	Yes
7B - How Do You Rate The Staffing Of The Control Gates?	Poor
Remarks	ENTRY AND EXIT ARE POORLY MONITORED
8A - Is There Seperate Parking For Hazardous And Dangerous Goods?	None
8B - How Do You Rate The Separation Of Hazardous And Dangerous Goods From Other Goods?	N/A
Remarks	No area demarcated for dangerous goods parking
9A - Are There Security Offices?	Yes
9B - How Do You Rate The Availability Of The Security And Enforcement Officers?	POOR
Date	21/01/2022
Time	11:23
Name Of Interviewee	MRA

Dedza Border Infrastructure Survey Results

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
1A - How Many Service Counters Are There For Verification Of Goods?	1
1A - How Do You Rate These Service Areas?	POOR
Remarks	SIGHTINGS ARE DONE JUST OUTSIDE THE CUSTOMS BUILDING, INSPECTION SHED LOCATED APPROXIMATELY 2KM AWAY
2A - Are There Sufficient Counters For The Verification Of Goods?	NO
2A-1 - How Many Consignments Are Examined Per Service Counter?	10 PER DAY AVERAGE AT INSPECTION SHED
2B - How Do You Rate The Adequacy Of The Service Areas?	POOR
Remarks	FACILITIES ARE RUN DOWN
3A - How Many Service Counters Are Available For The Clearing Of Persons?	1
3B - How Do You Rate The Adequacy Of Those Service Areas?	POOR
Remarks	OFFICE SPACE IS VERY CRAMPED
4A - Are There Enough Counters To Clear The Persons?	NO
4B - How Do You Rate The Adequacy Of Those Service Counters?	POOR
Remarks	TOO CRAMPED TO PROCESS EFFICIENTLY
5A - Are There Washrooms In Place?	NO
5B - How Do You Rate The Adequacy And Cleanliness Of The Washrooms?	N/A
Remarks	DEMOLISHED FOR OSBP CONSTRUCTION YARD
6A - Is The Facility Accessible By Physically Challenged Persons?	NO
6B - How Do You Rate The Accessibility For Physically Disabled Persons?	POOR
Remarks	NO SPECIAL ADAPTATIONS IN PLACE TO ACCOMMODATE DISABLED PERSONS
7A - Are There Washrooms Available For Physically Disabled Persons?	NO

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
7B - How Do You Rate The Suitability Of The Washrooms For Physically Challenged Persons?	N/A
Remarks	N/A
8A - Are There Changing Rooms?	NO
8A-1 - How Many Changing Rooms Are There?	N/A
8B - How Do You Rate The Suitability Of The Changing Rooms?	N/A
Remarks	N/A
9A - Are There Nursing / Mother's Rooms Available?	NO
9B - How Do You Rate The Adequacy Of The Nursing / Mother's Rooms?	N/A
Remarks	N/A
10A - Are There Sanitary Disposal Facilities Available?	NO
10B - What Is The State Of The Sanitary Disposal Facilities?	N/A
Remarks	N/A
11A - Are There Passenger Walkway Canopies And Bus Sheds?	NO
11B - What Is The Condition Of The Canopies And Sheds?	N/A
Remarks	N/A
12A - Are There Access Roads And Parking Facilities?	YES
12B - What Is The Condition And Adequacy Of The Access Roads And Parking Facilities?	POOR
Remarks	ROADS BADLY POTHOLED AND CRUMBLING
13A - Are There Quarantine Measures For Animals And Persons In Place?	NO
13B - What Is The State Of The Quarantine Facilities?	N/A
Remarks	HOLDING AREA FOR QUARANTINE CASES IS AVAILABLE AT THE LAB WHILE AWAITING TRANSPORT TO THE DISTRICT HOSPITAL
14A - Are There Warehouse Facilities Available?	NO
14B - What Is The Condition Of The Warehouse Facilities?	N/A

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	HELD GOODS ARE KEPT UNDER THE ROOFED AREA OUTSIDE THE MRA BUILDING
15A - Are There Cold Room Facilities Available?	NO
15B - What Is The Status Of The Cold Room Facilities?	N/A
Remarks	N/A
16A - Are There Animal Pens Available?	NO
16B - What Is The Condition Of The Animal Pens?	N/A
Remarks	N/A
17A - Is There An Incinerator Facility Available?	NO
17B - In What Condition Is The Incinerator Facility?	N/A
Remarks	N/A
18A - Is There Clear And Relevant Signage?	NO
18B - How Is The Signage Placed?	POOR
Remarks	SIGNAGE IS VERY POORLY PLACED AND CANNOT DIFFERENTIATE OFFICES
19A - Is The Drainage System In Place?	YES
19B - How Is The Drainage System?	POOR
Remarks	GUTTERS IN NEED OF REPLACEMENT, DRAINAGE DITCHES EMPTY OUT BEHIND OFFICE BLOCK AND FLOODS THE AREA THERE
20A - Is There A Space Reserved As An "Exclusive Use Area"?	NO
20B - How Is The "Exclusive Use Area" Established?	N/A
Remarks	N/A
SOFT INFRASTRUCTURE	SOFT INFRASTRUCTURE
1A - Is There A Water Shortage?	NO
1A-1 - If Yes, How Many Hours On Average Is Water Available?	N/A
1B - What Is The Status Of The Water Supply?	GOOD
Remarks	BOREWHOLE WATER AND TANKS IN USE
2A - What Is The Average Number Of Hours Of Power Outage Per Week?	UP TO 48 HOURS
2B - What Is The Status Of The Power Supply?	FAIR
Remarks	NONE
3A - Is There A Standby Generator Or Other Sources Of Power Supply?	YES

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
3B - What Is The Status Of The Standby Generator Or Other Sources Of Power?	GOOD
Remarks	FUEL BUDGET FOR GENERATOR IS DEPLETED
4A - Is There Interconnectivity Between Border Regulatory Agencies At The Border?	NO
4B - How Do You Rate The Interconnectivity?	N/A
Remarks	N/A
MAINTENANCE OF THE FACILITY	MAINTENANCE OF THE FACILITY
1A - Are Cleaning Services Available?	YES
1B - How Do You Rate The Cleaning Services At The Border?	GOOD
Remarks	NONE
2A - Is There A Mechanism For Waste Management At The Border?	YES
2B - How Do You Rate The Waste Management At The Border?	FAIR
Remarks	NONE
3A - Is There a Budget Line Available Annually For The Maintenance Of The Border Infrastructure And Equipment?	YES
3B - Is The Budget Sufficient To Meet Needs?	NO
Remarks	BUDGET IS FAR BELOW WHAT IS REQUIRED
4A - Is There Periodic Maintenance Of Assets?	YES
4A-1 - Is There An Inventory Management Of Assets In Place?	YES
4B - How Do You Rate The Management Of The Framework Of Assets?	GOOD
Remarks	MAINTENANCE SEEMS REACTIVE
SAFETY AND SECURITY	SAFETY AND SECURITY
1A - Is The Border Area Fenced?	NO
1B - How Is The Control Zone Fencing?	N/A
Remarks	NO FENCING AROUND THE BORDER POST, THERE IS A MANNED ROAD BARRIER, BUT CAN EASILY BE BYPASSED EITHER BEHIND THE SECURITY TENT OR THROUGH THE VILLAGE
2A - Is Fire Equipment Functional And Placed In The Appropriate Locations?	YES

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
2B - What Is The Status Of The Firefighting Equipment?	GOOD
2C - Is The Firefighting Equipment Serviced Periodically?	YES
2D - Do Border Officials Have Knowledge On Using Firefighting Equipment?	YES
2E - Are There Assembly Points Allocated?	NO
Remarks	NO ASSEMBLY POINTS NOR SIGNAGE INDICATING LOCATION OF FIRE FIGHTING EQUIPMENT
3A - Is There Sufficient Lighting At The Facility?	YES
3B - How Is The Lighting At The Facility?	GOOD
Remarks	NIGHT LIGHTING ONLY COVERS THE OFFICE BLOCK AND NOT THE TRUCK PARK OR ROADWAY
4A - Is There A Medical Aid Facility?	YES
4B - What Is The Status Of The Medical Facility?	FAIR
Remarks	PORT HEALTH OFFICE
5A - Are There Cargo Scanners Available?	NO
5A-1 - How Do You Rate The Cargo Scanners' Functionality?	N/A
5B - Are There Luggage Scanners Available?	NO
5B-1 - How Do You Rate The Luggage Scanners' Functionality?	N/A
5C - Are There Walk Through Scanners Available?	NO
5C-1 - How Do You Rate The Walk Through Scanners' Functionality?	N/A
5D - Are There Body Search Scanners Available?	NO
5D-1 - How Do You Rate The Body Search Scanners' Functionality?	N/A
Remarks	NONE
6A - Are CCTV Cameras Installed And Monitored?	NO
6B - How Do You Rate The CCTV System's Functionality?	N/A
Remarks	NONE
7A - Are There Control Gates Available?	YES

Entry	DEDZA
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
7B - How Do You Rate The Staffing Of The Control Gates?	FAIR
Remarks	GATES ONLY STOP THE TRUCK TRAFFIC – BIKES, PEDESTRIANS AND CARS BYPASS THE GATES DUE TO LACK OF FENCING
8A - Is There Separate Parking For Hazardous And Dangerous Goods?	NO
8B - How Do You Rate The Separation Of Hazardous And Dangerous Goods From Other Goods?	N/A
Remarks	NONE
9A - Are There Security Offices?	YES
9B - How Do You Rate The Availability Of The Security And Enforcement Officers?	POOR, BETTER TRAINING IS REQUIRED
Date	17-01-2022
Time	
Name Of Interviewee	ALINAFE BONONGWE

Mchinji Border Infrastructure Survey results

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
1A - How Many Service Counters Are There For Verification Of Goods?	1
1A - How Do You Rate These Service Areas?	POOR
Remarks	SMALL SCALE TRADER GOODS UNPACKED N THE MRA BUILDING VERANDAH, TRANSIT GOODS IN THE OPEN AIR, SOBP INSPECTION AREA BEING USED FOR DURY FREE WEEK OPERATIONS
2A - Are There Sufficient Counters For The Verification Of Goods?	NO
2A-1 - How Many Consignments Are Examined Per Service Counter?	15 PER DAY ON AVERAGE
2B - How Do You Rate The Adequacy Of The Service Areas?	POOR
Remarks	OFFICE SPACE IS VERY CRAMPED
3A - How Many Service Counters Are Available For The Clearing Of Persons?	1
3B - How Do You Rate The Adequacy Of Those Service Areas?	FAIR
Remarks	VERY QUIET WEEK APPARENTLY
4A - Are There Enough Counters To Clear The Persons?	NO
4B - How Do You Rate The Adequacy Of Those Service Counters?	POOR
Remarks	RECEPTION AREA IS RATHER SMALL, CANNOT ACCOMMODATE LARGE TRAFFIC FLOW
5A - Are There Washrooms In Place?	YES
5B - How Do You Rate The Adequacy And Cleanliness Of The Washrooms?	GOOD
Remarks	PAY BATHROOMS, PART OF OSBP FACILITY
6A - Is The Facility Accessible By Physically Challenged Persons?	NO
6B - How Do You Rate The Accessibility For Physically Disabled Persons?	POOR
Remarks	NO SPECIAL ADAPTATIONS IN PLACE TO ACCOMMODATE DISABLED PERSONS
7A - Are There Washrooms Available For Physically Disabled Persons?	NO

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
7B - How Do You Rate The Suitability Of The Washrooms For Physically Challenged Persons?	N/A
Remarks	N/A
8A - Are There Changing Rooms?	NO
8A-1 - How Many Changing Rooms Are There?	N/A
8B - How Do You Rate The Suitability Of The Changing Rooms?	N/A
Remarks	N/A
9A - Are There Nursing / Mother's Rooms Available?	NO
9B - How Do You Rate The Adequacy Of The Nursing / Mother's Rooms?	N/A
Remarks	N/A
10A - Are There Sanitary Disposal Facilities Available?	NO
10B - What Is The State Of The Sanitary Disposal Facilities?	N/A
Remarks	N/A
11A - Are There Passenger Walkway Canopies And Bus Sheds?	NO
11B - What Is The Condition Of The Canopies And Sheds?	N/A
Remarks	N/A
12A - Are There Access Roads And Parking Facilities?	YES
12B - What Is The Condition And Adequacy Of The Access Roads And Parking Facilities?	POOR
Remarks	TRUCK PARKING AREA AND WEIGHBRIDGE DRIVEWAY IS IN NEED OF REPAIR AND LEVELLING
13A - Are There Quarantine Measures For Animals And Persons In Place?	NO
13B - What Is The State Of The Quarantine Facilities?	N/A
Remarks	LAB IS THE HOLDING AREA BUT CANNOT ACCOMMODATE MORE THAN 2 PERSONS AT ANY TIME
14A - Are There Warehouse Facilities Available?	NO
14B - What Is The Condition Of The Warehouse Facilities?	N/A

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	GOODS ARE UNPACKED FROM THE VEHICLE AND LEFT IN THE OPEN
15A - Are There Cold Room Facilities Available?	NO
15B - What Is The Status Of The Cold Room Facilities?	N/A
Remarks	N/A
16A - Are There Animal Pens Available?	NO
16B - What Is The Condition Of The Animal Pens?	N/A
Remarks	N/A
17A - Is There An Incinerator Facility Available?	NO
17B - In What Condition Is The Incinerator Facility?	N/A
Remarks	N/A
18A - Is There Clear And Relevant Signage?	YES
18B - How Is The Signage Placed?	POOR
Remarks	SIGNAGE IS IN NEED OF REPLACEMENT AND DIFFICULT TO SEE
19A - Is The Drainage System In Place?	YES
19B - How Is The Drainage System?	FAIR
Remarks	NONE
20A - Is There A Space Reserved As An "Exclusive Use Area"?	NO
20B - How Is The "Exclusive Use Area" Established?	N/A
Remarks	N/A
SOFT INFRASTRUCTURE	SOFT INFRASTRUCTURE
1A - Is There A Water Shortage?	NO
1A-1 - If Yes, How Many Hours On Average Is Water Available?	N/A
1B - What Is The Status Of The Water Supply?	GOOD
Remarks	WATER TANKS ARE FILLED TWICE A DAY
2A - What Is The Average Number Of Hours Of Power Outage Per Week?	ESKOM LOADSHEDDING, UP TO 8 HOURS PER DAY
2B - What Is The Status Of The Power Supply?	FAIR
Remarks	LOADSHEDDING
3A - Is There A Standby Generator Or Other Sources Of Power Supply?	YES

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
3B - What Is The Status Of The Standby Generator Or Other Sources Of Power?	POOR
Remarks	GENERATOR IN NEED OF REPLACEMENT, BILLOWS OF SMOKE WHEN IN OPERATION
4A - Is There Interconnectivity Between Border Regulatory Agencies At The Border?	YES
4B - How Do You Rate The Interconnectivity?	POOR
Remarks	PERSONAL COMMUNICATIONS USED TO ARRANGE MEETINGS ETC
MAINTENANCE OF THE FACILITY	MAINTENANCE OF THE FACILITY
1A - Are Cleaning Services Available?	YES
1B - How Do You Rate The Cleaning Services At The Border?	GOOD
Remarks	NONE
2A - Is There A Mechanism For Waste Management At The Border?	YES
2B - How Do You Rate The Waste Management At The Border?	GOOD
Remarks	FLOORS AND BUILDINGS ARE CLEANED AND BINS ARE EMPTIED, BUT LOTS OF LITTER STREWN ABOUT THE BORDER POST
3A - Is There a Budget Line Available Annually For The Maintenance Of The Border Infrastructure And Equipment?	YES
3B - Is The Budget Sufficient To Meet Needs?	NO
Remarks	NONE
4A - Is There Periodic Maintenance Of Assets?	YES
4A-1 - Is There An Inventory Management Of Assets In Place?	YES
4B - How Do You Rate The Management Of The Framework Of Assets?	GOOD
Remarks	MAINTENANCE IS WAITING FOR THE MOVE TO OSBP
SAFETY AND SECURITY	SAFETY AND SECURITY
1A - Is The Border Area Fenced?	YES
1B - How Is The Control Zone Fencing?	FAIR
Remarks	THERE IS FENCING AROUND THE BORDER POST, HOWEVER THE PARKING AREA AND SUBSEQUENTLY THE BORDER IS EASILY ENTERED

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
2A - Is Fire Equipment Functional And Placed In The Appropriate Locations?	YES
2B - What Is The Status Of The Firefighting Equipment?	GOOD
2C - Is The Firefighting Equipment Serviced Periodically?	YES
2D - Do Border Officials Have Knowledge On Using Firefighting Equipment?	YES
2E - Are There Assembly Points Allocated?	YES
Remarks	NONE
3A - Is There Sufficient Lighting At The Facility?	YES
3B - How Is The Lighting At The Facility?	FAIR
Remarks	NONE
4A - Is There A Medical Aid Facility?	YES
4B - What Is The Status Of The Medical Facility?	FAIR
Remarks	PORT HEALTH OFFICE
5A - Are There Cargo Scanners Available?	NO
5A-1 - How Do You Rate The Cargo Scanners' Functionality?	N/A
5B - Are There Luggage Scanners Available?	NO
5B-1 - How Do You Rate The Luggage Scanners' Functionality?	N/A
5C - Are There Walk Through Scanners Available?	NO
5C-1 - How Do You Rate The Walk Through Scanners' Functionality?	N/A
5D - Are There Body Search Scanners Available?	NO
5D-1 - How Do You Rate The Body Search Scanners' Functionality?	N/A
Remarks	NO
6A - Are CCTV Cameras Installed And Monitored?	NO
6B - How Do You Rate The CCTV System's Functionality?	N/A
Remarks	NONE
7A - Are There Control Gates Available?	YES
7B - How Do You Rate The Staffing Of The Control Gates?	FAIR

Entry	MCHINJI
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	BORDER GATES SEEM TO BE MORE OF A STOP AND GO THAN A SECURITY CHECK
8A - Is There Separate Parking For Hazardous And Dangerous Goods?	NO
8B - How Do You Rate The Separation Of Hazardous And Dangerous Goods From Other Goods?	N/A
Remarks	NONE
9A - Are There Security Offices?	YES
9B - How Do You Rate The Availability Of The Security And Enforcement Officers?	POOR, TOO MANY PEDESTRIANS AND NON-USERS WITHIN CONTROL ZONE
Date	27-01-2022
Time	
Name Of Interviewee	LUCY CHIKHAWO

Mwame Border Infrastructure Surveys

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
1A - How Many Service Counters Are There For Verification Of Goods?	2
1A - How Do You Rate These Service Areas?	BAD
Remarks	None
2A - Are There Sufficient Counters For The Verification Of Goods?	NO
2A-1 - How Many Consignments Are Examined Per Service Counter?	2
2B - How Do You Rate The Adequacy Of The Service Areas?	NOT GOOD
Remarks	None
3A - How Many Service Counters Are Available For The Clearing Of Persons?	3
3B - How Do You Rate The Adequacy Of Those Service Areas?	NOT GOOD
Remarks	None
4A - Are There Enough Counters To Clear The Persons?	NO 2
4B - How Do You Rate The Adequacy Of Those Service Counters?	NOT GOOD
Remarks	None

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
5A - Are There Washrooms In Place?	Yes
5B - How Do You Rate The Adequacy And Cleanliness Of The Washrooms?	Poor
Remarks	Cleaning is carried out, but there is a marked difference between the public and staff toilet cleanliness.
6A - Is The Facility Accessible By Physically Challenged Persons?	NO
6B - How Do You Rate The Accessibility For Physically Disabled Persons?	NOT GOOD
Remarks	None
7A - Are There Washrooms Available For Physically Disabled Persons?	NO
7B - How Do You Rate The Suitability Of The Washrooms For Physically Challenged Persons?	NON EXISTANT
Remarks	NO WASHROOMS FOR THE PHYSICALLY DISABLED
8A - Are There Changing Rooms?	None
8A-1 - How Many Changing Rooms Are There?	N/A
8B - How Do You Rate The Suitability Of The Changing Rooms?	N/A
Remarks	N/A
9A - Are There Nursing / Mother's Rooms Available?	None
9B - How Do You Rate The Adequacy Of The Nursing / Mother's Rooms?	N/A
Remarks	N/A
10A - Are There Sanitary Disposal Facilities Available?	NO
10B - What Is The State Of The Sanitary Disposal Facilities?	NON EXISTANT
Remarks	None
11A - Are There Passenger Walkway Canopies And Bus Sheds?	None
11B - What Is The Condition Of The Canopies And Sheds?	N/A
Remarks	N/A
12A - Are There Access Roads And Parking Facilities?	Yes
12B - What Is The Condition And Adequacy Of The Access Roads And Parking Facilities?	Good

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	ACCESS ROADS ARE GOOD DUE TO THE CONSTRUCTION OF NEW OSBP, PARKING YARD AT CURRENT BORDER IS NOT GOOD.
13A - Are There Quarantine Measures For Animals And Persons In Place?	NO
13B - What Is The State Of The Quarantine Facilities?	NON EXISTANT
Remarks	NONE
14A - Are There Warehouse Facilities Available?	NO
14B - What Is The Condition Of The Warehouse Facilities?	NON EXISTANT
Remarks	None
15A - Are There Cold Room Facilities Available?	None
15B - What Is The Status Of The Cold Room Facilities?	N/A
Remarks	N/A
16A - Are There Animal Pens Available?	None
16B - What Is The Condition Of The Animal Pens?	N/A
Remarks	N/A
17A - Is There An Incinerator Facility Available?	NO
17B - In What Condition Is The Incinerator Facility?	NON EXISTANT
Remarks	NONE
18A - Is There Clear And Relevant Signage?	Yes
18B - How Is The Signage Placed?	SIGNS SHOW MUCH BY WAY OF DIRECTION
Remarks	
19A - Is The Drainage System In Place?	NO
19B - How Is The Drainage System?	NOT GOOD, DRAINAGE IS BLOCKED BY RUBBISH
Remarks	Water collects in drainage wells and does not drain off entirely
20A - Is There A Space Reserved As An "Exclusive Use Area"?	NO
20B - How Is The "Exclusive Use Area" Established?	NON EXISTANT
Remarks	None
SOFT INFRASTRUCTURE	SOFT INFRASTRUCTURE
1A - Is There A Water Shortage?	None

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
1A-1 - If Yes, How Many Hours On Average Is Water Available?	N/A
1B - What Is The Status Of The Water Supply?	Fair
Remarks	DOES NOT SEEM TO BE ANY ISSUES WITH WATER.
2A - What Is The Average Number Of Hours Of Power Outage Per Week?	ABOUT 8 HOURS, SEEMED TO BE LOADSHEDDING
2B - What Is The Status Of The Power Supply?	NOT GOOD, IN SERIOUS NEED OF REPAIRS
Remarks	OSBP GENERATOR IS NOT BEING USED PRESENTLY, SO THE OLD GENERATOR IS BEING USE, BUT DOES NOT SUPPLY POWER THROUGHOUT THE complex.
3A - Is There A Standby Generator Or Other Sources Of Power Supply?	Yes
3B - What Is The Status Of The Standby Generator Or Other Sources Of Power?	NOT GOOD
Remarks	THE GENERATOR IS IN NEED OF REPAIRS
4A - Is There Interconnectivity Between Border Regulatory Agencies At The Border?	Yes
4B - How Do You Rate The Interconnectivity?	Good
Remarks	BOTH SIDES SEEM TO BE ON THE SAME PAGE
MAINTENANCE OF THE FACILITY	MAINTENANCE OF THE FACILITY
1A - Are Cleaning Services Available?	Yes
1B - How Do You Rate The Cleaning Services At The Border?	Good
Remarks	None
2A - Is There A Mechanism For Waste Management At The Border?	Yes
2B - How Do You Rate The Waste Management At The Border?	Fair
Remarks	None
3A - Is There a Budget Line Available Annually For The Maintenance Of The Border Infrastructure And Equipment?	NO
3B - Is The Budget Sufficient To Meet Needs?	No
Remarks	Budget is available only for essential requirements
4A - Is There Periodic Maintenance Of Assets?	NO
4A-1 - Is There An Inventory Management Of Assets In Place?	NO

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
4B - How Do You Rate The Management Of The Framework Of Assets?	Poor
Remarks	NO BUDGET
SAFETY AND SECURITY	SAFETY AND SECURITY
1A - Is The Border Area Fenced?	NO
1B - How Is The Control Zone Fencing?	POOR
Remarks	PEOPLR ARE FREE TO WALK WHERE THEY PLEASE
2A - Is Fire Equipment Functional And Placed In The Appropriate Locations?	NO
2B - What Is The Status Of The Firefighting Equipment?	NON EXISTANT
2C - Is The Firefighting Equipment Serviced Periodically?	Not regularly serviced
2D - Do Border Officials Have Knowledge On Using Firefighting Equipment?	Yes
2E - Are There Assembly Points Allocated?	Yes
Remarks	None
3A - Is There Sufficient Lighting At The Facility?	Yes
3B - How Is The Lighting At The Facility?	Good
Remarks	None
4A - Is There A Medical Aid Facility?	NO
4B - What Is The Status Of The Medical Facility?	POOR
Remarks	Port Health
5A - Are There Cargo Scanners Available?	No
5A-1 - How Do You Rate The Cargo Scanners' Functionality?	N/A
5B - Are There Luggage Scanners Available?	NO
5B-1 - How Do You Rate The Luggage Scanners' Functionality?	N/A
5C - Are There Walk Through Scanners Available?	NO
5C-1 - How Do You Rate The Walk Through Scanners' Functionality?	N/A
5D - Are There Body Search Scanners Available?	None
5D-1 - How Do You Rate The Body Search Scanners' Functionality?	N/A

Entry	Mwame current - Infrastructure
HARD INFRASTRUCTURE	HARD INFRASTRUCTURE
Remarks	SCANNER FOR COMMERCIAL IS ON THE ZAMBIA SIDE
6A - Are CCTV Cameras Installed And Monitored?	Yes
6B - How Do You Rate The CCTV System's Functionality?	POOR
Remarks	Some cameras are not in operation
7A - Are There Control Gates Available?	Yes
7B - How Do You Rate The Staffing Of The Control Gates?	Poor
Remarks	ENTRY AND EXIT ARE POORLY MONITORED
8A - Is There Separate Parking For Hazardous And Dangerous Goods?	None
8B - How Do You Rate The Separation Of Hazardous And Dangerous Goods From Other Goods?	N/A
Remarks	No area demarcated for dangerous goods parking
9A - Are There Security Offices?	Yes
9B - How Do You Rate The Availability Of The Security And Enforcement Officers?	POOR
Date	26/01/2022
Time	14:23
Name Of Interviewee	WILSON BWANDA ZRA

Annexure F: Border Post Stakeholder Interview Results

Mwanza border post stakeholder interviews results

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
1	PETROLEUM IMPORTERS	3	07:30	19:00	12HRS 30 MINS		1	07:30 till 19:00	NO	0	distribution of fuel once it arrives at the border	power can be spotty, connectivity is an issue
2	PESTICIDES	1	06:00	18:00	21HRS		1	6 till 6	YES	3	inspection of pesticides and documents,	staff shortage, porous border, no cooperation, connectivity,
3	MRA	37	06:00	21:00	15HRS		2	6 till 2 2 till 9	YES	10	collection of revenue, facilitation of legitimate trade, protection of society, collection of trade statistics	inspection bay needs attention, forklift, fraud is a big challenge , a lot of documents are forged, staff shortage, office space,
4	VETERINARY	2	06:00	21:00	15HRS		1	6 till 12 12 till 9	YES	1	checking of import permit, veterinary products, veterinary health certificates	no computers, no internet, no transport, no office,

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
5	BORDER POLICE	8	06:00	06:00	24HRS		2	6 till 6	YES	8	maximise revenue, police are present at sightings and inspections, making sure traffic flows	staff shortage, no aircon, no connectivity, too many non-relevant people, police have asked for a southern African pass of sorts, porous border.
6	WEIGH BRIDGE	12	06:00	21:00	15HRS		6 to 1:30 1:30to 9	2	YES	3	weighing of vehicles, data collection, checking of licensing, cross border permits	staff shortage, water, language barriers from Mozambique,
7	IMMIGRATION	38	06:00	21:00	15HRS		2	06:00 till 14:00 14:00 till 21:00	NO	0	facilitation of movement of people across the border	no aircon by counters, very little communication with Mozambican border officials, very little resources for carry out duties, no fuel.
8	PEOPLE CLEARANCE	6	06:00	21:00	15HRS		1	6am till 9pm	YES	9	clearance of people, buses, and private goods vehicles.	not enough office space, staff deficit, passenger bay is too small, can only take one bus at a time

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
9	FISCAL POLICE	4 for fiscal, 3 for drug	06:00	21:00	15HRS		1	6am till 9pm	NO	0	checking of documents, foreign currencies	no scanners, no air conditioning,
10	FISHERIES	1	06:00	21:00	15HRS		1	6 till 9	YES	2	inspections, issuing of permits,	staff shortage, people don't always follow procedure,
11	NATIONAL PARKS & WATERLIFE	4	06:00	21:00	15HRS		1	06:00 21:00	NO	0	conducts checks for afterlife products, checking of all types of vehicles, conduct patrols	almost all trucks have mixed loads which makes searches difficult, conduct investigations on the porous border
12	MALAWI BUREAU OF STANDARDS	11	06:00	21:00	15HRS		2	6 till 2 2 till 9	YES	4	monitoring of imports, assessment of forms to collecting fees or quality.	office space, staff shortage, connectivity, no cooperation between agencies, backup power does not supply enough

Dedza Border Stakeholder Interview Results

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
1	Border Police Patrol	63	6am	6am	24	3	N/A	12 hours, and 6 hours	0	0	patrol of uncharted routes, protection of border staff and offices, border patrol, intervention within Dedza village regarding child marriages, and human trafficking along unchartered routes	no vehicles, minimal resources, office space is not adequate, office equipment is in need of replacement, uncharted routes, no beds available for staff, infrastructure and camp at Makama and Mphati sites needs be set up as these are uncharted points of entry
2	Police	4	6am	6pm	12	1	3	12	0	0	check people exiting. physical police, enforce exchange control liquidation and currency declaring	uncharted routes, porous border, false declaration of currencies, refusal of search by border users, political / diplomatic interference
3	MRA	24	6am	6pm	12	2	N/A	6am-2pm, 6am-2pm	0	10	control in and outflow of goods, import duties, protection of society (hazardous	Infrastructure, office space, smuggling, very porous, no dedicated truck parking, power on genset, ablutions,

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
											goods), collection of taxes	space constraints due to construction
4	Malawi Bureau of Standards	8	6am	6pm	12	1	2	6am-1pm, 1pm-6pm	0	0	Inspection of imports, open consignment sampled at Dedza and analysis in Blantyre, testing and inspection in yard, other trucks are referred to Lilongwe for inspection	coordination between offices and agents, network issues waste time
5	Clearing agents	80 - 100	6am	6pm	12	1	80-100	6am-6pm	0	0	help exporters with declarations to MRA	inspections located too far from border, network issues, power supply (Dedza district)

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
6	Agriculture Research Services	5	6am	6pm	12	1	3	6am-6pm	0	0	inspect produce, sampling at shed, infrequently, samples sent to Lilongwe, document checks	no vet services, and fisheries based in Lilongwe, too many clearing agents not work for companies, no ablutions so staff have to go home and return
7	Malawi Port Health	6	6am	9pm	15	2	4	6am-6pm, 6pm-9pm	0	4	disease surveillance, covid clearance and follow ups, food safety and hygiene and physical examination fit for human consumption, food fortification and expiry dates, inspection at shed, vector and vermin control, sanitation, inspection of corpses, verification of vaccine	sanitation is an issue with the offices scattered around the border, no quarantine area, no funds for food for covid positive cases so they are released with tracking, airtime for router data, stationery, MRA relationship with port health is very good, transport to hospital 2km away, compilation of results for summaries for HQ, no power or water at covid testing facility

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
											passport, safety of border staff	
8	Malawi Immigration	48	6am	9pm	15	2	N/A	6am-2pm, 2pm-9pm	0	0	control of persons entering and exiting Malawi, patrols, road blocks along main roads	Porous border, border jumpers, resources for patrols, budget inadequate, foreigners arrested in Mozambique are deported back to Malawi even if they aren't Malawian, office space and main desk is too small, stationery and office equipment, funding, 24 hour operation is essential

Mchinji Border Post Stakeholder Interview Results

Department	Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
1 MCHINJI PORT HEALTH	11	6am	6am	24	2	N/A	6am-6pm, 6pm-6am	0	0	SCREENING OF TRAVELLERS FOR COMMUNICABLE DISEASES i.e. EBOLA, CORONA, CHOLERA, ETC., FOOD AND PREMISES HEALTH AND HYGIENE INSPECTIONS AROUND THE CONTROL ZONE, CORONA SAMPLING DONE ON SITE	GENERAL INFRASTRUCTURE, OFFICE SPACE, NO QUARANTINE FACILITY, NO FUEL TO TRANSPORT POSITIVE COVID PATIENTS TO MEDICAL FACILITIES - ADVICE IS GIVEN TO THE PATIENT TO PROCEED BUT ADHEREING TO COVID PREVENTION METHODS (SANITISE, MASK, VOLUNTARY ISOLATION), LEAKING LABORATORY, NO BEDS FOR OFFICERS (EXAMINATION BEDS FOR PATIENTS), NO OFFICE FURNITURE, NEED IMPROVED INFRASTRUCTURE AND INTERNET CONNECTIVITY

Department	Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
2 MCHINJI BUREAU OF STANDARDS	6	6am	9pm	15	2	3	6am-2pm - 2pm-9pm		2	INSPECT IMPORTED GOODS, SAMPLING OF GOODS FOR BLANTYRE, CESS CORRECTION	COORDINATION BETWEEN DEPARTMENTS, BLACKOUTS, ICT INADEQUATE, CONNECTIVITY, TRAINING ON BORDER PROCESS AN MANAGEMENT, UNCHARTED ROUTES, BYPASS OF NBS, LACK OF SAMPLING EQUIPMENT AND BPS, TRANSPORT FOR INSPECTIONS AND PATROL OF UNCHARTED ROUTES, LACK OF AWARENESS BY USERS OF THE DEPT AND AGENCIES, OFFICE FURNITURE, NO GENERATOR BACK UP MAKES WORK ENVIRONMENT DIFFICULT, UNDER DECLARATION OF GOODS, SMUGGLING, NO

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
												LAB ON SITE SAMPLING TAKES 3 DAYS FOR RESULTS

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
3	MCHINJI MRA	19	6am	6am	24	2	N/A	6am-6pm, 6pm-6am	0	24 (for OSBP)	COLLECT DOCUMENTATION AND ERVENUE, FACILITATE ADMINISTRATION, STATISTICS FOR TRADE WITH AYASUCDA, PROTECTION OF MALAWI CITIZENS, PROHIBITED GOODS CONTROL	SMUGGLING AROUND THE BORDER BOUNDRIES LEADS TO LOCAL MARKET PRICES UNDERCUTTING MARKET PRICE AND LOST REVENUE, STAFF DEFECITS, NO INSPECTION SHED / EXAMINATION BAYS, INSUFFICIENT PARKING, GENERAL INFRASTRUCTURE, NO WEIGHBRIDGE, NO SCANNER, LACK OF COMMUNICATIONS TO COORDINATE BETWEEN THE DIFFERENT AGENCIES, OVERSTRETCHED STAFF COMPROMISE BORDER OPERATIONS,WATER, POWER, GENERATOR FUEL BUDGET DEPLETEDGENSET NEEDS REPLACEMENT, SMALL SCALE TRADER TAX

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
												COLLECTION IS A PROBLEM AS WOMEN END UP SLEEPING AT THE BORDER DUE TO NOT HAVING ENOUGH MONEY TO CLEAR THEIR GOODS, LACK OF PUBLICLY AVAILABLE INFORMATION TO EDUCATE BORDER USERS IN PROCEDURES AND REQUIREMENTS
4	MCHINJI CLEARING AGENTS	87	6am	6pm	12	1	87	6am-6pm	0	0	CLEARING OF GOODS CONSIGNMENTS, MOTOR VEHICLE CLEARANCE, CLEARING OF CEMENT AND LIME	NO NETWORK CONNECTION, QUERIES SUBMITTED TO BLANTYRE TAKE TIME FOR RESPONSE AND ASSISTANCE, TOO

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced
												FEW OFFICERS AT MRA TO EFFICIENTLY MANAGE THE BORDER
5	MCHINJI AGRICULTURE	5	6am	6pm	12	1	3	6am-6pm	4	4	CHECKING OF PERMITS FOR PRODUCE AND LIVESTOCK, VERIFICATION OF GOODS QUANTITIES, DETENTION OF PROHIBITED GOODS, CROP SAMPLING	LACK OF TRANSPORT, NO QUARANTINE AREA FOR LIVESTOCK, NOT ENOUGH IT EQUIPMENT, CORONA PPE REQUIRED, INCORRECT DOCUMENTATION SUBMISSIONS, EDUCATION OF BORDER OPERATIONS FOR BORDER USERS
6	MCHINJI IMMIGRATION	39	6am	6am	24	3		6am-6pm, 6pm-6am, 3rd rotation on roadblock	10 to 15	10 to 15	SCREEN, CONTROL AND FACILITATE THE FLOW OF PERSONS, VERFICATION OF DOCUMENTATION, CHECKING OF PCR TESTS	OFFICE SPACE, ACCOMMODATION FOR OFFICERS, REQUIRE SEPARATE FACILITES - CURRENTLY HOUSED BY MRA, NO HOLDING CELLS - ASSISTED BY THE POLICE, NOT FULLY AUTOMATED, NO DOCUMENT / RECORD STORAGE FACILITY

Mwame Stakeholder Interviews

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and procedures	Challenges faced
1	ZBS	4	06:00	18:00	12 HRS	1	2	06:00 to 18:00	YES	yes 5	inspection of goods , to see if everything is up to standard	no challenges
2	ZRA	25	06:00	18:00	12 HRS COMMERCIAL 24HRS FOR PRIVATE	2	11 ON DUTY 11 OFF 3 ON STANDBY	06:00 till 18:00 managerial starts at 08:00	YES	yes 20	collect revenue from good being imported, inspection of good, checking of permits	people don't like to pay to cross, permits are an issue, especially with small scale traders, porous border,
3	Port health	4	06:00	06:00	24HRS	2	2	06:00 to 18:00, 18:00 to 06:00	YES	yes 8	inspection of consumables, health screening, checking of permits	office space, (tent),

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and procedures	Challenges faced
4	city council	3	06:00	18:00	12 HRS	1	1	06:00 to 18:00	NO	no	collect revenue on behalf on the council, for foreign cars, into and out of Zambia	no power, no computers,
5	police	10	06:00	18:00	12 HRS	2	4 ON 4 OFF 2 STANDBY	06:00 to 18:00, 18:00 to 06:00	YES	yes 5	insure law and order,	manpower,
	immigration mwame	13	06:00	06:00	24 HRS	2	5 ON 5 OFF 3 STANDBY	06:00 till 18:00. 18:00 to 06:00	NO	no	facilitation entry and exit of people in Zambia	porous border, accommodation,
	RTSA	6	06:00	18:00	12 HRS	1	3 ON 3 OFF	06:00 till 18:00	YES	yes 12	toll collection, road tax for vehicles,	transportation, collection of tolls at night, accommodation,

Appendix G Photos of surveyed border posts

Mwanza border post



Mwanza OGA inspections



Mwanza inspection shed

Mwanza border post



Mwanza scanner shed



Mwanza terminal for passengers and commercial

Mwanza OSBP under construction



Dedza border post



Vehicle inspection yard

Dedza border post



MRA importation office



Entry/exit security tent

Dedza new OSBP under construction



New buildings from the passenger entry gate



Truck parking lot for 70 vehicles

Dedza new OSBP under construction



Inspection bays



Hazardous material parking area

Mchinji border post

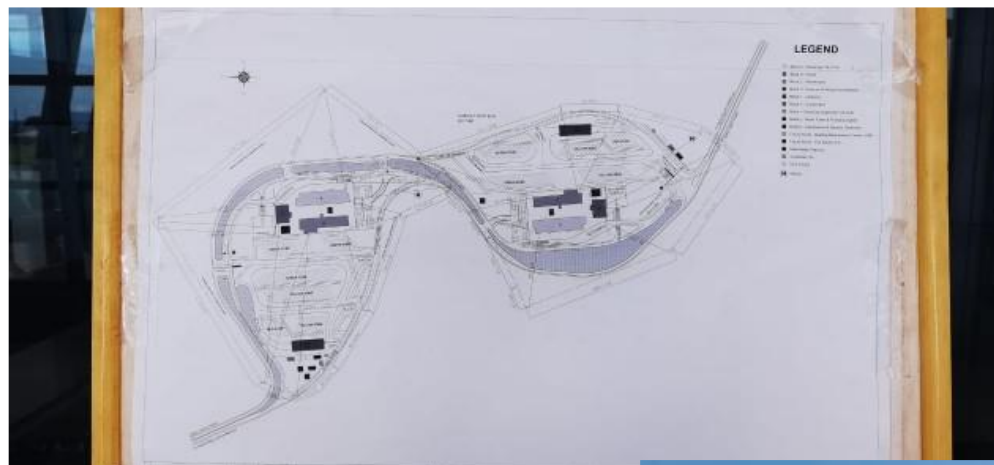


MRA building



MRA and immigration terminal

Mchinji new OSBP



Truck parking



Mchinji new OSBP



Mchinji new OSBP



Commercial cargo terminal

Mwami new OSBP



OSBP view



Passenger terminal

Annexure H Minutes of Validation Workshop



TMEA Malawi Corridors Project

Validation Workshop for the Baseline Survey of Selected Malawi Trade Corridors and Borders




Date: 22 February 2022 at 08:30

Amaryllis Hotel, Blantyre

Minutes of meeting

Attendance

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1. → Opening and welcome remarks

The workshop was opened by Mr M Munthali of the Ministry of Trade (MoT) who welcomed all attendees. He stated that as Malawi is a land-locked country, trade corridors which are the topic of the project are of crucial importance. He said there are important issues to discuss on the day to see how Malawi trade can be improved.

2. → Opening remarks

Ms C Sakeyo, Secretary of Trade in the MoT, welcomed all participants. She emphasised the high transport costs that Malawi is faced with due to its long distance from sea ports, and said that corridors servicing Malawi should be improved to reduce costs. The COVID pandemic also affected the flow of goods. She discussed supply chains and said that the project's outputs will provide a proper roadmap for implementation to improve trade facilitation.

3. → Opening remarks

Mr Davidson of the Ministry of Transport and Public Works (MTPW) apologized for the PS of the Ministry who was not able to attend. He said that Malawi relies on other countries and trade corridors for movement of goods and therefore corridors must be closely monitored and assessed to remove bottlenecks. He stated that the Nacala corridor observatory has been activated again.

4. → Introduction to the purpose of the project and the validation workshop

Dr J Mwenezi of TMEA welcomed all attendees and introduced the project. He said that TMEA is supporting growth through trade and the study purpose was to identify bottlenecks so that especially exports from Malawi can be increased. He stated that clearance time of goods at border posts need to be improved, certification is a concerning issue and automation of processes is important.

5. → Presentation of project results

The Econogistics team made a presentation on the study with the following outline:

1. → Overview of Study and Methodology
2. → Study corridors and freight volumes
3. → NTMs and Trade Documentation assessment
4. → Border post surveys
5. → Corridor performance baseline survey
6. → Tools to monitor corridor performance



7. → Improving corridor performance ¶

8. → Conclusions ¶

¶

6. → **Discussion of project results and Q&A session** ¶

Extensive discussions were held on the project results and time was given for questions that were answered by the Consultant. A summary of the Q&A session is added as an appendix to these minutes. ¶

¶

7. → **Summary of Key Highlights** ¶

Dr P Lombard of Econogistics summarized the findings of the workshop. He said that key interventions, identified in the Implementation Action Plan developed in the project, can now be prioritized for implementation to improve trade flows to and from Malawi. ¶

¶

8. → **Workshop closure** ¶

Dr J Mwenezi of TMEA requested that comments on the Draft Final Report and presentation should be forwarded to TMEA within one week of the workshop. ¶

¶

Mr Munthali of MoT then thanked all participants for their attendance and contribution, and closed the workshop. ¶

¶

¶

===== Page Break ===== ¶



Appendix A Summary of Question-and-Answer Session

1. → Mozambican charges for truck entrance are quite high

The Consultant replied that the report recommends that all road user charges on foreign trucks are reviewed and adjusted if needed to remove discrimination against Malawi operators due to high charges.

2. → Mchinji – processing times are slow, but the satisfaction rate is high

Most of the trade is done by small scale traders. They have a totally different profile from truck operators surveyed and are probably satisfied with changes that had been made. The findings should be different if more truckers are interviewed.

3. → DES corridor has a significant reduction in costs – what are they doing right?

The reduction is in the transport cost, and not the port costs. Volumes have increased significantly (mostly in importation of fertiliser and fuel) and the increase in business has driven down costs.

4. → Durban corridor – what has led to the large increase in costs?

The cost has increased from \$4,000 to \$8,000 per container over 4-5 years. The data reliability for the 2018 figures are in question, as the source does not break down the costs sufficiently for comparative purposes. The high current costs are important as it affects the competitiveness of the corridor.

5. → Average vs median data differs due to outliers – can outliers be removed?

Outliers should not be removed if they represent reliable data points. In cases like this, the median is typically the best measure to avoid the effect of outliers. It should be considered to understand typical performance as well as normal events. Outliers occur for a specific reason in most cases – such as long delays to process consignments due to faulty documentation.

6. → Was there a distinction in the cargo coming from other specific countries of origin-destination?

The origin-destination information was captured in the data collected from MRA. The data will be reviewed to see if a distinction can be made between international trade (through the port) or regional trade (from other African countries).

7. → Pricing for exports to Belgium differ – why would that be?

It is complex to compare costs per transaction as the Consultant has done, as maritime costs would be a significant factor – these are excluded from the study.

8. → What is the potential of the Mbalima border post for increased trade?

The impression is that because of its location, this border post could play a bigger role. The Consultant replied that it is not on the route between any big cities, and it carries 30 times less volume than Mchinji and 100 times less than Songwe. Road access is via local or small roads.

9. → At what stage of development are the 3 OSBPs?

It is understood that Mchinji will be opened in 5 months, Mwanza in 9 months and Dedza in 18 months. The Consultant noted that their analysis included all customs offices in Malawi, not only those at the borders or the 3 border posts considered.

10. → Challenges for some operators



The meeting would like comments from the road freight association and drivers on the findings in the study.

11. Will the corridor performance tools going to be made available?

The tablet software used for the border post surveys will be available for future surveys.

12. Nacala corridor rail NTMs

Ms J Malongo will engage with the Consultant to present feedback on the NTMs experienced on the rail corridor

13. Is there a way to link the Southern and Northern corridors?

All the corridors in ESA are linked in some or other way through the corridor network which is extensive.

14. Specific constraints on other corridors include police stops, RUCs that are not harmonized and restrictive and complex regulations regarding movement of cargo along corridors and through border posts. Are these applicable here?

The Consultant undertook to ensure that these issues are addressed where not yet covered in the recommendations or Action Plan.

15. Corridor Management Institutions (CMIs)

It was proposed to link these to corridor level or country level institutions first and then move to a regional level. The Consultant made a recommendation to investigate the appropriate format for a CMI related to the 4 Malawi corridors.

16. Concern was expressed regarding inland ports

The Consultant replied that inland ports can remove congestion at seaports, but cost-benefit analyses need to be done to justify development.

Annexure I Comments on Draft Final Report and Consultant's Responses: Batch 1 and Batch 2

CONSULTANCY SERVICE FOR BASELINE, MIDTERM AND ENDLIN SURVEYS OF SELECTED MALAWI
TRADE CORRIDORS AND BORDERS PRQ20210025

Comments on Draft Final Report

S/No.	Comment	Action Taken
1.	The report is generally bulky and voluminous with some of information recurring in several section or too descriptive. The consultant to include a comprehensive executive summary focusing on key issues, major findings, and key recommendation. The main report should also be made comprehensive and succinct. Where possible some of the details can be annexed to the report.	1. An Executive Summary was compiled 2. Many of the detailed results and text were moved to annexures to reduce the volume
2.	For a good number of charts and figures units of measurement used are not indicated. E.g., Table 7- 9 it is not clear if values are in tonnes, or US\$ etc. Consultant to review and update all figures and tables.	This was corrected
3.	Figure 1 – the map is not clear, the countries and borders where the corridors traverses are not clearly shown. Consultant to use a clear map as in Figure 3 and 4 or something similar or a map on pg. 91	New maps were inserted
4.	In Table 7 there is no clear distinction between regional and international trade. It would also be good to indicate major international trading partners. Consultant to review and update	The base data did not allow this
5.	Chapter 4 on Non-Tariff Measure and Trade documentation needs a major review to clearly present identified NTBs with brief description of each and proposed interventions. A list would summarizing all identified NTBs with recommended action would be in order. Much of the narrative on Institutional and Legal Framework, Transit Facilitation Measures and TTFP can safely go to Annexes. Consultant to consider and revise	Chapter 4 was rewritten and narrative moved to the Annexures

6.	Assessment of the trade documentation pg. 54 involved only government institutions but, exporters and importers are the ones affected by the delays and costs associated with documentation processes. Private sector players need to be consulted and their perspective presented. Consultant to take action and revise.	The table in the report shows the Government players that are responsible for trade documentation. A total of 37 private sector companies were interviewed as per the requirement on the ToR and their views and the results incorporated in the report.
7.	Table 12 Consultant to consider involving more private sector players	Table 12 gives only the Government entities targeted. However, the text below this table in the report indicates that 37 private sector companies were interviewed.
8.	Pg. 56 it is stated that "Approximately 60% (22 companies) of respondents expressed to have difficulties with restrictive and complex regulations, imposed particularly by Malawi." Please clearly indicate/list the "restrictive and complex regulations" imposed by Malawi	Addressed in notes together with the comparative table through the description of how export licenses are obtained, and that certificates demonstrating compliance have to be obtained by the exporter while also meeting standards and certification requirements of partner countries
9.	The table on pgs. 58 and 59 presents NTMs and POs considered burdensome but there is no description of the specific NTMs and POs but rather a generic phrasing like Technical and Non-technical Measures or administrative and time constraints. Identification of specific measures is required in order to inform interventions. For example, where it is stated that MBS is not accredited, or need for certification/accreditation of warehouses with regard to dust levels gives a clear picture of the challenges which may help to design measures. This needs to be emulated on all covered areas.	A comparative table with more detailed discussion was added
10.	On pg. 59 it is stated that certification in Malawi is not recognised in EU and Asia. What kind of certification is being referred to and what needs to be done to resolve this? Consultant to review and update.	International organization for standardization certification, which will vary from product to product. Upscaling the capacity and expertise of MBS is highlighted to resolve this issue.
11.	On page 59 it is stated that logistics for cables makes them uncompetitive. More clarity on this is required. Consultant to review and update	Linked to the steel industry being highly dependent on certifications for suppliers to be competitive, a lack of international organization for standardization (ISO) certification is an indication of poor quality and results in weak competitiveness. The logistics of getting certification

		outside Malawi exacerbates their weak competitive position on international markets.
12.	It is further stated that there are delays getting certification from MBS and Ministry of Agriculture. Which certifications? how long does it take? Reasons for delay? Recommendations?	Approximate delays and types of certifications highlighted in comparative table, with a comment noting that there are different certifications required for different products e.g chemical residual levels, fumigation etc.
13.	Table 16 contains very important but may be reorganized to capture key unresolved NTBs and involved countries. This will allow the main Table to go to Annexes and make the document less bulky. The Consultant to consider and revise.	Table 16 was moved to the annexures
14.	The ToRs required to make an endeavour to assess the time and costs of outsourcing testing and certification services from abroad where local firms are unable to offer such services due to capacity constraints. For example, macadamia samples being tested in South Africa. This is completely missing in the report. Time and cost baselines for such processes are required. Consultant to take action and report on this.	This is a very onerous exercise that was not undertaken to be done in the Inception Report and should be the topic of a separate study.
15.	Some of the commonly reported challenges/NTMs/NTBs some of which may be relevant are not covered in the report or are just mentioned e.g. i. Multiple police stops and check points and their impact on movement across corridors ii. Corruption iii. Exorbitant road user charges which leads to multiple transshipment of loads as cargo crosses borders. iv. Situations of "system down" as a delaying factor for clearance of goods by revenue authorities Consultant to confirm if these are non-existent for Malawi.	Chapter 4 was rewritten, and these issues addressed
16.	Confirm the use Mwame vs. Mwami for the border post in Zambia adjoining Mchinji	Mwami was used throughout

17.	Table on pg. 91 units of imports and exports not indicated e.g. tons, TEUs, US\$. Consultant to review and update	Refer to item 2 – units were updated
18.	For Section 5.1.7 a brief description of the TRANSLOG Android Cross-Border App would suffice. Details on process can go to Annex.	Brief description was added
19.	On pg. 91-92 it is stated that Although Global Trade has shown a growth of around 8% in 2021 after a drop of 5% in 2020, it is likely to take longer to recover and impact growth in Africa for some time. This differs from major economic outlook reports. Please confirm source.	This was clarified
20.	A table on page 91 lists 8 border posts but Mbilima which is the subject of the study is missing. Narrative and findings on Mbilima border posts are missing action needs to be taken to address this.	The data for Mbilima/Chitipa was added. Volumes from MRA are very low.
21.	On Table 18 and other similar Tables there is double counting of containerizes trucks as they are captured twice	A clarification will be added
22.	Tables and figure capturing exports across borders capture fuel tankers which may give impression that Malawi and Zambia are exporters of fuel while they are empty tankers going to collect fuel at port. A note to this effect should be given where applicable.	Note will be added
23.	Please identify the origin of commercial vehicles in Figure 19	The origin was either Lilongwe or Blantyre as shown per figure. Further breakdown was not in the scope of the study
24.	In Table 20 and other similar tables the total for averages and medians do not correspond to sum of individual components. Consultant to review and confirm	Process times for each process from Queue to Gate in through Scanner, Customs processing and Release to Gate Out are not always matched all the way through from Gate In to Gate out as we only capture 100% at the Gate In and Gate Out points, the rest of the process are only sampled cause they are longer processes and cannot be captured 100%. Therefore the times for each process will not necessarily add up mathematically but will be a true reflection of the process monitored as will the total Dwell Times as the majority of vehicles are crossing within 24 hours.
25.	There is double counting of containerized imports. Consultant to review.	See item 21

26.	Comparing Jan 2022 border throughput figure with July 2021 may not be realistic due to seasonal fluctuations. This fact needs to be stated if comparison of similar months is not possible	Text was added
27.	Time survey at borders did and corridors did not capture time spent at weighbridges. Consultant to consider and disaggregate	Where weighbridges formed part of the respective borders (Mwanza and Mchinji) the times were measured and included into the border survey results.
28.	There is a need to confirm the convergence of data from different sources to confirm and explain variations where they occur e.g. the customs time performance captured in Section 6.6.2 somewhat differs from data corrected through border surveys. Variations may need to be explained	1. Reasons for the differences are: a. Data was not necessarily collected for the same time period b. Data collection was only for a sample 2. Comments will be provided as relevant
29.	Table 63: Are the median times/durations indicated are for what? Dwell time at borders? Clearance time by Customs? The heading needs to be clear	The heading was changed
30.	The distances between Beira and Lilongwe as captured in Tables 68 and 69 differs. Are they different routing?	Length was corrected
31.	Port, border and corridor performance Table for 2018 – 2021 would be better presented on a year-on-year basis to give a clear picture of trends over this period. Consultant to consider and update.	Metrics were provided for the period due to low statistical significance per year – this is due to low volumes per year
32.	Table 81 capture and some other tables capture ship waiting time before docking/cargo discharge. For uniformity, port dwell time should consider the time the cargo spends at port after being discharged. The Consultant to consider and update	Data available per port differed. All data that was collected is presented including additional data where available. A note will be added.
33.	Table 82 implies that Malawi cargo is routed through two ICDs i.e. Dar ICD 1 and Dar ICD2. This is unlikely. Consultant to confirm and clarify.	The same cargo does not go to both ICDs. A note will be added.
34.	In the analysis of the costs, charges by clearing agencies for clearing cargo from port looks like it is not captured as part	Clearing agencies charges are captured at border posts and not at the port.

	of the port costs across. Consultant to confirm and revise as appropriate.	
35.	Consultant to include a detailed table preferably as Annex a cost of all cost components to inform the cost-build up process	Table 91 presents a detailed cost buildup by cost item and corridor.
36.	Table 99 includes import duties and taxes, not sure if these were included in the total cost of moving goods along the corridor. If yes, this should be removed.	Duties and taxes were not included in the cost buildup due to variability per type of cargo. The focus is on the cost of moving cargo.
37.	Please specify the road node cost under Section 6.3.2.3 and Table 105. If they are road user charges, they are normally covered by the transport operators and included in the road freight charges. Consultant to clarify.	These costs were included as road transporter costs
38.	Provided statistics on time performance indicates that Blue Lanes are performing poorly as compared to red lane processes as shown in Table 61 and 62. Please confirm accuracy of these findings and if accurate it would be good to find out why.	Additional information on Blue lanes was obtained and added
39.	Please confirm if primary data collected and apps developed under the project will be handed over TMEA and project beneficiaries as part of the final report.	Primary data collected and access to the survey capturing app for use in future surveys will be submitted to TMEA

COMMENT ON DRAFT FINAL REPORT: SECOND BATCH

Reference	Comment	Consultant's reply
General	The report contains lots of tables that could be better visualised and understood using graphs. Kindly include graphs where possible.	Done where possible
General	Include some photos where available e.g. of traffic and other data collection surveys, that would help visualise the situation on the ground.	Photos of border posts were added
Section 3.1 - Introduction	Some of the references to the 'structure of this section' in the 3 rd paragraph should be updated. They currently refer to 'Section 0' which must be a typo.	Corrected
Section 3.2.2 – Allocation by Corridor	What are the advantages or disadvantages that the different corridors have? e.g., why is Nacala Corridor only carrying 8% of all trade despite being the only one with rail mode. Are there some issues related to rail mode or the different corridors that could be addressed to improve flow on the corridors? How could the time delays discussed in Section 6.2 be reduced to encourage use of the Nacala Rail corridor?	Comments on this were added in section 3.2.2
Section 3.4 – Conclusions	What are the reasons for some corridors doing better than others in the 4-year period between 2016-2020? Were there specific interventions, changes in types goods being transported etc?	Comments on this were added in 3.4

Reference	Comment	Consultant's reply
Figures 1-7 – Proposed Weighbridge Location Plans Network for the Corridors	The weighbridge network locations are proposed by the Tripartite Baseline Survey report. As the consultant do you consider these locations optimal/ideal?	<p>The TTTFP recommended that every country undertakes its own traffic counts before a final decision is made on the location of weighbridges. Quite a few countries did not submit its ADTT for the purpose of the Weighbridge location plan, and the consultant had to rely on estimates based on older traffic counts. It is important to note that not only traffic counts are considered in determining the ideal location of weighbridges. An overload control index is calculated to determine a location and several weighbridges for a route, that will still render law enforcement cost effective – in other words, that the savings in road maintenance brought about through law enforcement still exceeds the CAPEX and operational cost. Other factors that have been considered are for example not to have the weighbridge within a border crossing or too close to the border crossings to prevent congestion, and not having a weighbridge on both sides of a border crossing.</p> <p>We proposed that traffic counts be done as part of the Action Plan to confirm these locations</p>
Section 4.4.2 – Data collection for NTMs	The fact that so many of the phone numbers in the business directory were not valid may mean that the directory is outdated. The consultant could have found other companies by other methods e.g., by engaging existing logistics companies and other stakeholders. There may be new entrants into the industry since the business directory was printed.	It appears that many businesses did not survive the COVID pandemic. An extensive exercise was undertaken to identify other role players. It is proposed that MTIC as the key Government entity dealing with industry in Malawi should update the business directory – business registration, tax records etc could assist in this regard as all these entities need licenses to operate.

Reference	Comment	Consultant's reply
Pg 59/309 Paragraph 2	The specific issues that the Malawi Bureau of Standards is facing and any proposed improvements/interventions could be highlighted to improve trade on the various corridors. The TMEA Standards and SPS team may be interested in investigating some of these further.	A crucial bottleneck is that MBS is not an internationally accredited facility. Importing countries in North America, the EU and Asia do not recognize the technical certificates provided, therefore, conformity assessments to meet these international standards, across all sectors is the predominant obstacle. Training activities are a good way to empower MBS, and the private sector needs to develop capacities to comply with international standards. The role of MBS should be trade facilitation through provision of services, and not the regulation of export quality standards. Therefore quality and product certifications should be demand driven. Generally there is need to focus more on exploring the needs of MBS in terms of capacity constraints.
Pg 64/309	Highlight the most highly ranked NTB/Ms in terms of number of occurrences/repeated occurrences and proposals to reduce these.	Chapter 4 in the report was restructured and significant new material added
Table 16- SADC NTBs and NTMs reported between April 2018 and Feb 2022	For the items that are marked as 'new' and yet were reported, say in 2020, why is this happening? Is it that they are not being updated after being recorded or are they being changed to show as 'new' again?	According to SADC, the complainant marks the items, and it is not updated. This explanation does not seem to be logical though, and no other explanation could be offered by SADC.
Section 5.1.1.3 – Selection, Recruitment and Training	Was there a requirement to speak Chewa as well as Swahili?. If yes, please include for local context.	No, English speaking was only requirement.

Reference	Comment	Consultant's reply
Section 5.1.1.4 – Data Collection Process	How is the data collected being handled to ensure it is safe? Is this data TMEA property? How will it be organised before handing over to ensure it is useful to the client and not just a 'data dump'?	All raw data and corresponding reports (graphs & tables) will be submitted to TMEA. However this will not include calculation worksheets as that remains TLC intellectual property and cannot be shared on an open platform.
Section 5.2.1	Out of interest, who is funding the new OSBP developments at the surveyed border posts?	Text on this was added in 5.2.1.
Tables 20, 23, 27, 30, 35, 36, 39, 40 etc – Export & Import Processing Times	Please specify the units of the times shown on the tables i.e., minutes, hours, days? Table should be self-explanatory.	Units will be added
Table 24,31, 41 – Infrastructure Surveys	Please specify what the options/ranges on the scale of assessment were so as to validate the severity/meaning of 'bad', 'not good', 'adequate', 'poor', 'good', 'fair' e.t.c	Please note that all three border posts surveyed are archaic in design and were never designed to cater for the current volume of traffic and people crossing borders. This makes it very difficult to clarify the severity of every fault found at these border post and where possible comments have been elaborated on the condition or severity of the fault or defect.
Page 105 – Stakeholder Interview Matrix, also Table 32 – Challenges Faced	Which were the most common challenges? Which of the challenges if solved would have greatest impact? Also, some of them may need more definition to ease understanding – - - e.g. power can be spotty – how intermittent is it? Percentage of time without power etc - Inspection bay needs attention – what is missing?	Power at all border post were subject to power outages on a regular basis mostly due to breakdowns as a result as result the tropical storm Ana which hit Malawi during the Mchinji survey. However backup generator power was always activated automatically so that Customs systems still operated normally. At Dedza there were issues with cash to buy diesel for the generator which caused system down times roughly every second day for around 2-3 hours.

Reference	Comment	Consultant's reply
	<ul style="list-style-type: none"> - A lot of documents are forged – rough percentage? - Too many non-relevant people – is a reorganisation needed? 	<p>Documents being forged are mostly false declarations and under- invoicing to avoid paying higher duties, but it was very difficult to get an estimate of what percentage of this activity takes place.</p> <p>Infrastructure is old and maintenance levels are poor due to budgetary constraints. This can only be overcome with the development of the new OSBP.</p> <p>Too many non-relevant people within the border post area is a common problem throughout Africa as border access is not strictly controlled. This has been experienced at nearly all border posts in Southern and East Africa. This can only be overcome by perimeter fencing and the issuing of Access Cards based on business requirements for border operations. Pedestrians on foot crossing borders should only have access via a separate walkway provided for pedestrian travellers and traders. This has been done at Maseru Bridge on the Lesotho side and is planned for at the new border post under construction at Beitbridge on the Zimbabwe side, but these are the only two exceptions that make provision for pedestrian traffic.</p>
Section 5.2.6 – Survey Results (Malawi/Zambia)	Export data was combined with import data due to low volume of trucks – This is inconsistent with data collection at the other borders. This being a baseline survey, it is important that data collection is consistent so that any changes can be easily tracked in the Mid-Term and other surveys.	The Malawi/Zambia survey was the only border post where authorization was granted to do surveys on both sides of the border. However, the truck volumes at Mchinji/Mwami were very low and the only parking area for trucks was in no-man's land between the two borders where trucks moving into Zambia and into Malawi were staged together. This made it extremely difficult to determine direction of traffic until it exited or entered one of the countries. It was based on this

Reference	Comment	Consultant's reply
		that the call was made to monitor traffic by direction and not by import and export for each country as in the surveyor's opinion it was the best way to get more accurate data. This format will be compatible with data collection once the new OSBP is operational in July.
Pg 132 – Last sentence	January in general is a slow movement month for trade regionally – this should be highlighted to ensure seasonal factor considerations are applied in future surveys.	Text was added to this extent
Section 5.4 – Findings and recommendations	Point format/sub-headings may make it easier for reader to find the recommendations without having to read through all the paragraphs to identify them.	The recommendations were all captured in Chapter 7. In any case it should be kept in mind that the soon-to-be-implemented OSBPs will take care of most of the current hard infrastructure constraints.
Section 6.2.3	Please link the correct section references currently showing as 'Error'.	This will be corrected
Section 6.2.6.3	What are the proposals to speed up inspection of goods at borders as it seems that the biggest delay on the corridors is at the borders because of the inspection of goods?	Implementation of the National Single Window System will make a significant difference. This is included in the Action Plan
Table 149	Expand columns to make information legible.	An attempt will be made to make it more legible