

BASELINE TIME AND TRAFFIC SURVEYS AT TUNDUMA –NAKONDE BORDER



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FINAL REPORT

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BASELINE SURVEY REPORT

TUNDUMA/NAKONDE BORDER POST

TANZANIA - ZAMBIA

Executive Summary

TradeMark East Africa (TMEA) promotes the growth of trade in the East African region, both regional and international and is therefore focussed on developing measures that will contribute to more effective transportation, trade and economic development in the region. In the course of its strategic activities, TMEA supports a number of initiatives to increase physical access to markets and to promote increased trade and ultimately, poverty reduction and economic growth. One of the current initiatives being pursued by TradeMark East Africa is the establishment of one stop border posts (OSBP) which are intended to enhance the effectiveness of cross border transport by improving border post infrastructure facilities and promoting efficiency of border agencies. TMEA has supported the reconstruction of a number of border posts into OSBPs, including Mutukula, Busia, Holili/Taveta, Kabanga/Kobero, Mirama Hills/Kagitumba and Elegu/Nimule, Moyale and Tunduma/Nakonde.

The OSBP model aims at reducing duplication and improving the efficiency of the procedures performed by the authorities at border posts by integrating the activities of the work forces on both sides of the border. The intention is to combine these activities to eliminate the necessity for two stops for each function, for cargo and passenger vehicles crossing the border.

The Baseline Survey described in this report monitors the activities at the border for a period of seven days, including day and night-time traffic, and provides analyses of time taken for the various defined elements of border crossing time as well as data and information about the movement of goods and passenger traffic by category, commodity, O&D and other parameters which have been defined by TMEA project management.

A User Satisfaction Survey of the current facilities was performed at the same time to provide a relevant evaluation of the current perceptions regarding the likely impacts of the OSBP development, by the current use population. The user responses to the standardised questionnaire must necessarily be interpreted in relation to the stage of development of the border posts, as some questions are premature. The use of the standard format will however permit comparison in future surveys.

The surveys of the border community members produced a Border Community Report, giving indications of the current perceptions of the future impacts of the OSBP development on the local communities. From the responses, it is clear that the community respondents are uncertain of the impacts and are not well informed of the changes that will result from the OSBP development.

The evaluation of the border performance before and after TMEA interventions serves to inform TMEA and the various stakeholders supporting the program including;

- TMEA investors, who are represented on the Council;
- The TMEA Board;
- National Oversight Committee (NOC) members (including government, private sector, civil society and donor representatives at the national level);
- Staff involved in oversight and implementation of OSBPs;
- Implementing partners at regional and national level; and
- Ultimate beneficiaries (producers, transporters, clearing and forwarding agents, consumers) of TMEA's programme support.

When contrasted with past surveys at Nakonde/Tunduma commissioned by TMSA in 2012 (TLC) and 2013 (RuralNet), the 2018 baseline survey results have revealed a marked increase in border crossing times: -

Traffic Flow Direction	TLC 2012	RuralNet 2013	TLC 2018
Zambia to Tanzania	68:00	16:13	131:59
Tanzania to Zambia	82:00	56:23	197:11

**Please note that the times compared here are averages and not median times as contained in this report*

There are several factors which account for the differences in recorded times. Firstly, the verification in 2012/13 on the Zambian side was done on a sampling or risk management basis only; whereas in the 2018 survey the verification was being done on a 100% visual inspection basis due to an increase in smuggling, according to ZRA. The new verification yard located close to the ZRA Checkpoint is some 5 km from the border. The yard can accommodate 300-400 trucks but has only been open for about a year and never formed a part of the previous surveys. Secondly, another factor which is affecting clearance times in both directions is the introduction of the Central Processing Centre (CPC) at Nakonde which only operates for 13 hours out of 24. This is negating the effectiveness of the 24/7 border operation. Thirdly, the CPC is under-staffed for the volume of declarations received per day (+/- 1000 per day) resulting in increased Customs processing times. Fourthly, it appears that the truck parks were not monitored in the survey by RuralNet in 2013, (as shown in Section 3 of the baseline survey report). This therefore omitted a significant part of the overall border delay.

Summary of Survey Results

Information on the following categories of vehicles was captured for the baseline survey:

Commercial Vehicle Categories

Vehicle Category	Description
Container Trucks:	
Header Trailers	All trucks transporting removable containers (20ft and 40ft).
Fuel Tankers	All commercial fuel transporting vehicles
Light trucks	Pickups, lorries and small trucks carrying goods of capacity up to 8T
Medium trucks	Trucks with equivalent carrying capacity from 8T up to 15T
Break Bulk	All other trucks larger than medium trucks

Passenger Vehicle Categories

Vehicle Category	Description
Minibus	12-14 seater buses used largely as a taxi service
Coasters	30-seater buses used for transportation of passengers
Coaches	60-seater buses used for transportation of passengers
Saloon Cars	Privately owned vehicles used for personal use and taxi services
SUV/4WD	Privately owned vehicles used for private and business use
Pick-ups	Privately owned vehicles used for private and business use

1. Traffic Counts

a) Traffic Count: Tunduma

A total of 305 commercial vehicles were recorded at Tunduma border post incoming during the week of the survey of which 92% were destined for Dar es Salaam with an average of 44 vehicles crossing per night.

Vehicle Type	Traffic Count	ADT	Percentage by Vehicle Type
1X20 Containerised Truck	34	5	11%
1X40 Containerised Truck	63	9	21%
2X20 Containerised Truck	10	1	3%
Break Bulk	20	3	7%
Fuel Tanker	177	25	58%
Refrigerated	1	0	0%
Grand Total	305	44	100%

b) Traffic Count: Nakonde

A total of 1566 commercial vehicles were recorded at Nakonde during the week of the survey with a daily average of 224 vehicles per day. 45% of vehicles recorded during the survey were containerised, 17% tankers, 17% breakbulk and the balance of 21% made up of light, medium and other categories.

Vehicle Type	Traffic Count	ADT	Percentage by Vehicle Type
1X20 Containerised Truck	139	20	9%
1X40 Containerised Truck	534	76	34%
2X20 Containerised Truck	30	4	2%
Break Bulk	274	39	17%
Fuel Tanker	268	38	17%
Light Truck	74	11	5%
Medium Truck	91	13	6%
Other GVM>3500kg	118	17	8%
Side Tipper	38	5	2%
Grand Total	1566	224	100%

2. Time Surveys

The baseline survey shows the truck park times, queue time and processing times for commercial traffic (trucks), the breakdown of the crossing times for each side of the border is as follows;

- a) Zambia to Tanzania (Tunduma):
 - Arrival at Border to Queue (Truck Parks)
 - Queue to Entry (Queue Time)
 - Customs Processing Time
 - Dwell Time (Arrival Nakonde to Exit Tunduma)
- b) Tanzania to Zambia (Nakonde):
 - Arrival at Border to Queue (Truck Parks)
 - Queue to Entry (Queue Time)
 - Customs Processing Time
 - Dwell Time (Arrival Tunduma to Exit Nakonde)

(Times are shown in hours and minutes (h:min))

a) Time Analysis by Function by Vehicle Category Tunduma

Dwell times for exports from Zambia and DRC through Tunduma are extremely high i.e. 140:15 h:mm (average) and 132:01 h:mm (median), roughly 50% of this time is spent in truck parks some 5 km before the border post waiting for clearance at the border as there is limited space for commercial parking at the border station. Due to the low volumes crossing from Zambia to Tanzania at night and the quick verification and release times by TRA coupled with the fact that 60% of all vehicles were empty returns there was very little queuing. Therefore, time for queuing was not significant and not monitored at night and has been combined with the time spent in the truck parks prior to arrival at the border.

Vehicle Type	Truck Parks + Queue Times Zambia		Customs Processing		Total Dwell Time	
	Average	Median	Average	Median	Average	Median
All Containerized Vehicles	60:03	48:00	55:42	50:01	143:43	135:01
Fuel Tanker	86:53	62:02	61:41	54:02	139:29	128:01
Break Bulk	60:09	62:02	67:31	50:00	153:15	156:01
Medium Truck	37:03	37:03	0:00	0:00	0:00	0:00
Light Truck	0:00	0:00	0:00	0:00	0:00	0:00
All Vehicles	70:29	61:06	62:40	66:00	140:15	132:01

- Zambia Truck Park Times (includes queue times) – 61:05 h:mm (Median)
- ZRA/TRA Customs Processing – 66:00 h:mm (Median)
- Total Dwell or Border-crossing Time – 132:01 h:mm (Median)

b) Time Analysis by Function by Vehicle Category Nakonde

Dwell times for Imports from Tanzania to Zambia are 48:05 h:mm (median) spent in truck parks waiting for Customs release orders, 5:29 h:mm queuing through Tunduma Town and 48:02 (median) joint Customs processing (TRA/ZRA) with a total dwell or border-crossing time of 75:56 h:mm (median). This however excludes time spent at the ZRA verification yard 5 km from the Nakonde border post at the ZRA checkpoint.

Time Analysis by Function by Vehicle Category Nakonde

Vehicle Type	Truck Parks Tanzania		Queue Times		Customs Processing		Total Dwell Time	
	Average	Median	Average	Median	Average	Median	Average	Median
All Containerised Vehicles	65:44	48:05	4:43	4:43	30:38	22:26	83:12	70:02
Fuel Tanker	56:49	49:00	34:08	34:08	45:53	43:56	99:06	87:02
Break Bulk	60:36	48:04	14:25	5:29	36:28	25:55	71:38	69:05
Medium Truck	64:02	24:10	0:00	0:00	0:02	0:02	8:01	8:01
Light Truck	65:22	52:50	0:00	0:00	1:00	1:00	72:40	72:40
All Vehicles	61:28	48:05	16:39	5:29	46:38	41:02	88:24	75:56

- Tanzania Truck Park Times – 48:05 h:mm (Median)
- Queue Times (Tunduma Town) – 5:29 h:mm (Median)
- ZRA/TRA Customs Processing – 66:00 h:mm (Median)
- Total Dwell or Border-crossing Time – 75:56 h:mm (Median)

Time Analysis by Function by Vehicle Category ZRA Verification Yard - Imports

Vehicle Type	Tanzania Truck Parks		Queue Times		Customs Processing		Verification Yard		Total Dwell Time	
	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median
1X20 Containerized	63:56	63:56	0:07	0:07	99:26	76:29	165:49	141:25	253:25	297:04
1X40 Containerized	55:21	48:04	0:28	0:07	55:52	37:26	121:06	50:17	195:30	138:39
All Containerized	58:13	48:04	0:23	0:07	66:46	51:55	136:00	84:19	214:48	183:07
Break Bulk	67:01	62:00	0:07	0:07	23:31	23:57	159:57	88:49	244:36	172:43
All Vehicles	61:44	48:04	0:16	0:07	46:33	30:58	131:07	55:45	197:11	146:57

An additional 131:07 h:mm (average) or 55:45 h:mm (median) is spent at the ZRA Verification Yard at the ZRA Checkpoint in Nakonde for Zambia Imports. This is a significant amount of time, which increases the border crossing or dwell time to 197:11 h:mm (average) or 146:57 h:mm (median) or 6 days 3 hours for imports to clear into Zambia. The Maximum/Minimum/Standard Deviation times for the Verification Yard are cause for grave concern when observed in isolation. The extended delays caused by the verification process are unacceptable for a procedure which would be largely unnecessary, if proper Risk Management Policies were adopted.

Vehicle Type	ZRA Verification Yard		
	Min	Max	Std. Dev
1X20 Containerized Truck	30:13	341:08	114:23
1X40 Containerized Truck	1:47	547:42	152:10
All Containerized Vehicles	1:47	547:42	142:16
Break Bulk	4:41	457:29	184:48
All Vehicles	1:47	547:42	141:49

- 1x20 Containerized – 14 days
- 1x40 Containerized – 22 days
- Breakbulk – 19 days

User Satisfaction Survey:

The Border User Satisfaction Survey questionnaire at the Nakonde/Tunduma border between Zambia and Tanzania collected information in relation to procedures, facilities, infrastructure, design and layout of the border, features and the performance of the border authorities.



The current survey represents a baseline for the Nakonde/Tunduma border, which is still functioning as a two-stop border. The User Satisfaction Survey questionnaire as shown in Annexure C. The summary 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).

Nakonde:

Overall Average: Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	92%	95%	77%
Joint Examination	70%	74%	50%
Decreased time	45%	48%	31%
Security	80%	80%	80%
Search -gender	22%	25%	8%
Maintenance	82%	80%	93%
Cleanliness	84%	85%	79%
Toilets -M/F	86%	88%	80%
Warehouse	27%	31%	8%
Signage	79%	78%	86%
Parking	21%	23%	8%
Separation of Pass/goods	62%	66%	46%
HIV Signage	28%	31%	14%
Disabled facilities	30%	35%	8%
Overall level of satisfaction	61%	64%	47%
Average Score (%)	58%	60%	48%

Legend

	70-100
	50-70
	0-50

- Total scoring for all respondents resulted in an overall score of 58%
- Males scored 60%
- Females scored 48%

The main areas for concern are Border Crossing Times; Gender Searches; Warehouse Facilities at the border; Lack of Parking and Disabled Facilities.

Tunduma:

Overall Average: Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	100%	100%	100%
Joint Examination	92%	94%	88%
Decreased time	14%	18%	0%
Security	73%	72%	75%
Search -gender	0%	0%	0%
Maintenance	90%	87%	100%
Cleanliness	79%	77%	88%
Toilets -M/F	38%	44%	14%
Warehouse	22%	20%	29%
Signage	72%	80%	33%
Parking	3%	0%	13%
Separation of Pass/goods	69%	68%	71%
HIV Signage	19%	23%	0%
Disabled facilities	6%	8%	0%
Overall level of satisfaction	43%	47%	25%
Average Score (%)	48%	49%	42%

Legend

	70-100
	50-70
	0-50

- Total scoring for all respondents resulted in an overall score of 48%
- Males scored 49%
- Females scored 42%

The main areas for concern are Border Crossing Times; Toilet Facilities M/F; Gender Searches; Warehouse Facilities at the border; Lack of Parking; Disabled Facilities and the Overall Level of Satisfaction which is under 50%.

Community Survey:

As a part of the overall survey and assessment process a community survey was done from 6 to 10 June 2018 to establish the current situation and awareness of the OSBP development and what impact it might have on the local communities on the Zambian and Tanzanian sides of the border.

The survey of community members on both sides of the Nakonde - Tunduma Border gives some insights into the perceptions of the border community. A total of 35 people were interviewed on the Nakonde side and 20 people on the Tunduma side to obtain responses to the questionnaire which has 17 specific questions about aspects of the possible impacts of the OSBP on the local communities. The questionnaire is shown in Appendix A.

Some positives and negatives from the Community were as follows:

Observations:

As this was a baseline survey and the OSBP is not yet working, it was not clear from the mixed responses what impact the OSBP will have on the local communities of Tunduma and Nakonde.

Unfortunately, there was a lack of comments or responses from respondents on both sides of the border to questions 22 - What additional features would you recommend for OSBP? 23 - What other information should be provided about the OSBP? 24 - Further Suggestions. This appears to be largely due the fact that they were not familiar with the proposed new OSBP development and what impact it could have on their communities. This is evident from the fact that only 37% of respondents on the Zambia side and 35% on the Tanzania side had any knowledge of the OSBP development.

Nakonde:

NAKONDE COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	34%	Good Service Levels	61%	Poor Service Levels	16%
Reduced Business	31%	Improved Time	10%	Increased Time	32%
Time saving	6%	Growth	19%	No Growth	23%
New Business Development	9%	Service & Time	0%	Poor Service & Increased Time	6%
Increased Population	6%	Service & Growth	0%	Poor Service & No Growth	0%
Other	14%	Other	10%	Other	23%
	100%		100%		100%

Tunduma:

TUNDUMA COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	60%	Good Service Levels	35%	Poor Service Levels	50%
Reduced Business	0%	Improved Time	10%	Increased Time	19%
Time saving	0%	Growth	20%	No Growth	6%
New Business Development	10%	Service & Time	20%	Poor Service & Increased Time	6%
Increased Population	20%	Service & Growth	5%	Poor Service & No Growth	0%
Other	10%	Other	10%	Other	19%
	100%		100%		100%

TMEA OSBP PROJECT PLANNING
Baseline Time & Traffic Survey Report
Tunduma – Nakonde Border

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BASELINE SURVEY REPORT

TUNDUMA/NAKONDE BORDER POST

TANZANIA - ZAMBIA

1. INTRODUCTION

This report describes the Baseline Survey to measure the current time, spatial and traffic flow efficiency of the Tunduma/Nakonde border between Tanzania and Zambia before its operationalisation as an OSBP.

The survey monitored the current two-stop border post functions at Tunduma and Nakonde for a period of seven days and provides analyses of time taken for the various defined elements of border crossing time and analyses of the traffic by category, commodity, O&D and other parameters covered by the standardised survey methodology.

User Satisfaction surveys and Community Surveys were performed on both sides of the border at the same time. The combination of descriptions of border processes, time and traffic information, and user and community information, provides a complete picture of the overall present situation. This will provide the baseline for future evaluation of the impacts and effectiveness of the OSBP development in terms of the costs of transport and logistics and enhancement of regional trade, as well impacts on border users and communities.

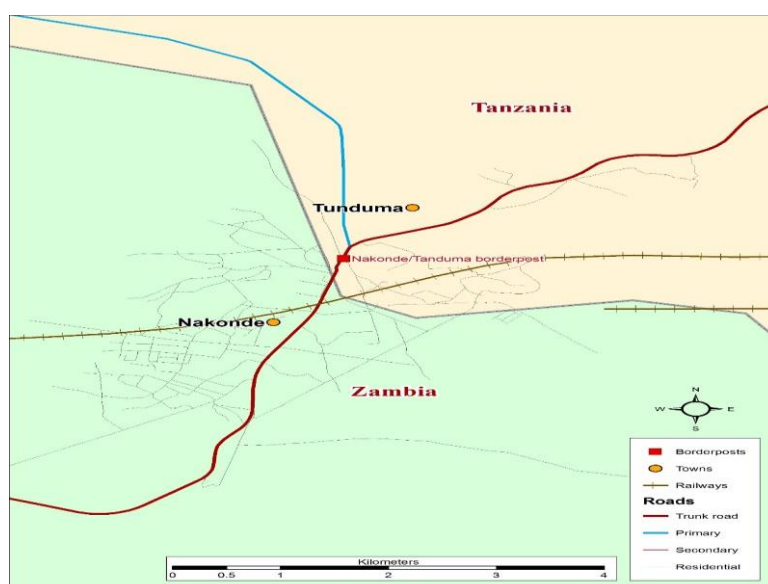
2. LOCATION OF TUNDUMA/NAKONDE BORDER POST

The Tunduma – Nakonde border posts are at the border between Tanzania and Zambia. The road corridor route is a very important link between the port of Dar es Salaam and Zambia and Democratic Republic of Congo (DRC). The route from Dar es Salaam runs south west via Morogoro and Mbeya to Tunduma- Nakonde and onwards to the west to join the North South Corridor at Kapiri Mposhi.

The Tazara railway also passes through Tunduma-Nakonde en route to Kapiri Mposhi, but the railway activities are not included in the border post surveys.

The GPS location of the border post at Tunduma is latitude: 9°18'55.66" S - longitude: 32°45'48.19" E. The position of the border post is shown on the map below.

Map of Tunduma/Nakonde Border Post



The Tunduma survey commenced on 4th June and finished on 10th June 2018, this draft report was scheduled for completion by 29th June, but was delayed by the time analysis of the Nakonde Verification Centre (as described in the report), so that it will be completed by 3rd July.

2.1 Scope of the Survey

The purpose of the time and traffic survey is two-fold; firstly, to determine current traffic flow for freight and passenger vehicles which transit the border, (It must be noted that there was no passenger bus or private traveller traffic to evaluate), and secondly, to measure border crossing time in order to identify and explain the extent and causes of delays.

For commercial freight vehicles, the survey captured the volumes and composition of traffic flows by vehicle categories and types of goods (containers, petroleum products and break-bulk cargo or non-containerised). The time taken to transit the border is recorded and analysed and the origins and destinations of commercial vehicles and their loads are recorded. For light passenger vehicles the numbers are recorded i.e. traffic count, but no other details.

The survey provides statistics for:

- Day time traffic by vehicle category;
- Average day time traffic by vehicle category;
- Night traffic by vehicle category;
- Average night time traffic by vehicle category;
- Average Daily Traffic by vehicle category;
- Total Volume of traffic for the survey week; and
- Origins and Destinations for the commercial goods traffic (All truck categories).
- Queuing and customs clearance times for goods traffic
- Total time taken to cross the border for goods traffic
- Analysis of the effects of customs regimes

2.2 Vehicle Categories

The vehicle categories that are defined in the survey system are shown below.

Table 2.1: Vehicle Categories

Vehicle Category	Description
Container Trucks	All trucks transporting removable containers (20ft and 40ft).
Fuel Tankers	All commercial fuel transporting vehicles
Light trucks	Pickups, lorries and small trucks carrying goods of capacity up to 8T
Medium trucks	Trucks with equivalent carrying capacity from 8T up to 15T
Break Bulk	All other trucks larger than medium trucks

2.3 Survey Team Selection and Training

The consultants recruited post graduate students or school leavers from a pool of candidates drawn from the local community in Nakonde/Tunduma.

The impartiality of the selected survey team workers provides comfort to border post personal that there is no security risk while data collection is undertaken within the customs control area. Selection Criteria were based on the following;

- School leaver or post graduate
- 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 and Android applications, a knowledge of internet/e-mails were considered as an added advantage for supervisor level.

No past working history was necessary for the selection process, but where candidates had previous working experience i.e. in the case of clearing agent experience; this assisted the consultants with selection of personnel for key positions in the team such as truck enumerators and supervisors. A one-day classroom and on the job training session was given by the consultants prior to the start of the survey to ensure that the incumbents were capable of handling the job. Training consisted of the following:

a) Theory Session

Methodology: Class room style using simple language and participatory tools

Tools: 7.1" Android Tablets, and a PowerPoint presentation with overhead projector

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
- iv) Salient issues – courtesy to respondents, time keeping and dress code for survey
- v) 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 Tablets and Android 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 completing the forms were reviewed and corrected, and that the team was 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

Selected enumerators were taught to administer the User Satisfaction and Community questionnaires using the Android App and how to approach travellers to request the information required. Thereafter the rest of the day or until the consultants were satisfied of the enumerators level of competency, was spent physically completing the forms in their respective positions in the team.

2.4 Survey of Border User Satisfaction

As part of the border survey process a survey of border user satisfaction was performed using a pro-forma questionnaire (shown in Annexure C). The User Satisfaction Report is in Annexure I.

2.5 Survey of Border Community

As a part of the overall survey and assessment process a community survey was done to establish the potential impacts of the OSBP development on the local communities on the Tanzanian and Zambian sides of the border using the pro-forma questionnaire shown in Appendix A. The responses to the survey are shown in Annexure J.

3. SURVEY OF CROSS-BORDER OPERATIONS – TUNDUMA/NAKONDE BORDER

3.1 Setup and Organisation

As a standard procedure in the setup phase of the border post survey process, introductory interviews were held with all relevant authorities and stakeholders, using the structured interview pro-forma shown in Annexures A and B. The survey of the management of the border posts was performed from the Zambian side of the border, but the time and traffic data was captured for both sides.

Although the border is still operated as a two-stop border post, all Commercial Vehicles (trucks) arriving at the border from Tanzania, going to Zambia and from Zambia to Tanzania stopped on the opposing side of the border for customs formalities and procedures. TRA and ZRA work alongside one another at the entrance gates for commercial vehicles (Trucks).

However, travellers who required TIP's or held vehicle carnets had to first clear customs on the exiting side of the border and again on entry side of the border as per normal two stop procedures. Customs procedures are therefore not yet fully integrated into OSBP processes, and still operate independently, with the exception of commercial vehicle clearance at the border. Immigration processes are fully integrated into OSBP procedures, meaning that all immigration procedures were completed in the country of entry for travellers and drivers.

The new OSBP infrastructure is fully completed and occupied on the Zambian side, and about 90% complete on the Tanzania side. It was scheduled for partial occupation (offices only) on the 6th of June to allow for the demolition of the old border post which will be used for truck parking under the new OSBP facilities. The Commercial Vehicle (Truck), Bus/Coach and Traveller Traffic lanes were scheduled for opening on 25 June 2018. These lanes would then connect with the corresponding lanes on the Zambian side.

The Verification Centre for cargo destined for Zambian locations (Imports) is located 5 km from the border at the ZRA checkpoint outside the town of Nakonde, which effectively extends the border activities and border crossing time to include the verification activities. The processes and the time analysis are included in this report.

A unique scenario exists at this border post in that the Traffic flows for commercial truck traffic is directional by day and night and works as follows:

- Trucks, beginning with tankers, start crossing from Tanzania to Zambia @ 03:00 until 18:00. If the flow ceases directional flow reverses.
- Trucks from Zambia to Tanzania start @ 18:00 to 03:00 (Note: 58% of these are empty returns).
- Passenger Traffic flow is 24/7.

The trucks with consignments crossing at night must be pre-cleared because other border agencies and clearing agents do not operate 24 hours and only operating from 06:00 to 18:00.

Trucks crossing into Tanzania have the verification of their loads done on site at the border and are released immediately after verification.

This system has been adopted due to the constraints for commercial parking at the border and the volume of trucks crossing per day which is around 400-500 trucks per day. Preference is given to cargo moving from Tanzania to Zambia as 80% of trucks moving from Zambia to Tanzania are empty returns. However, the lack of accommodation for trucks at the border post has resulted in several trucks parks springing up on either side of the border to accommodate the volumes of trucks arriving at the border on each side.

This means that trucks must park and pay at truck parks while their entries are processed by clearing agents at the border. The two Customs clearing systems namely TANCIS on the Tanzania side and ASYCUDA World on the Zambian sides do not communicate. This results in trucks being parked in informal paid truck parks which lack security and proper ablution facilities, often for days before being able to cross the border.

In this survey, it was not possible to effectively monitor the number of days spent in all the truck parks due the number of truck parks at various locations on either side of the border. On the Zambia side there were 6 truck parks scattered on either side of the main road between Nakonde town and the ZRA checkpoint 5 km outside of town and on the Tanzania side there were 7 truck parks, some far as 7 kms out of town.

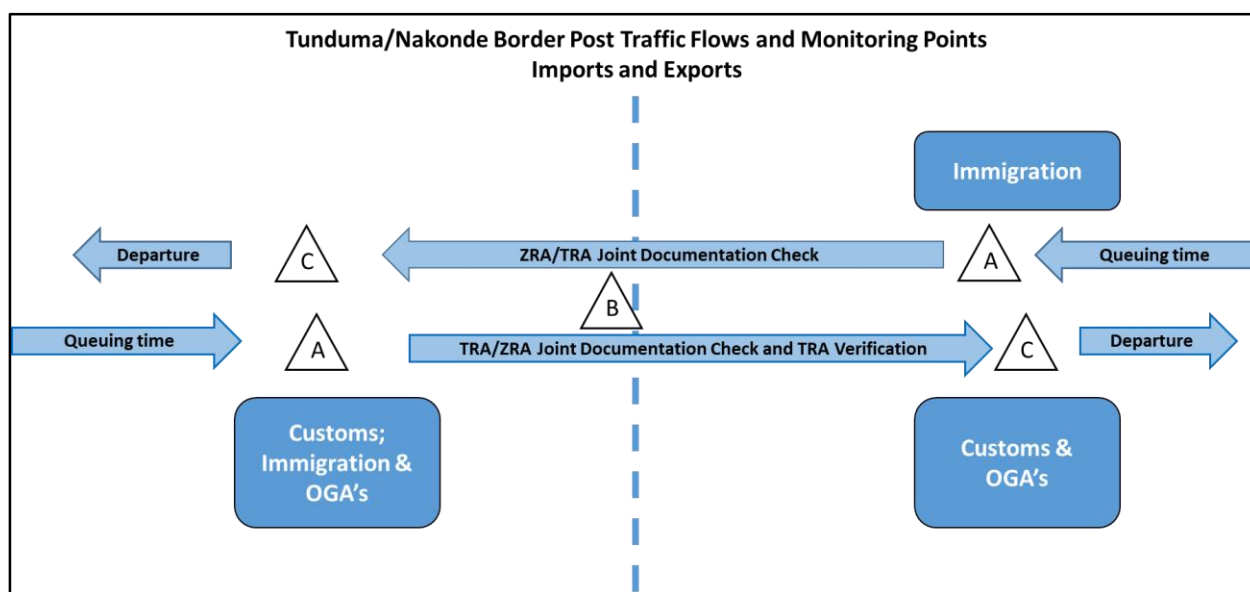
In order to overcome this problem, the Enumerator at Station A obtained the arrival time and date at the truck parks, when collecting the OD information from the driver. This enabled the recording and analysis of the amount of time spent in the truck parks prior to crossing the border.

In order to accommodate the process of directional traffic it was necessary to modify the normal cross-border data capture and processing procedures. The change required that data for the direction from Tanzania to Zambia was captured by the day shift and traffic moving from Zambia to Tanzania by the night shift. However, when the changeover of directional traffic flow took place at 03:00 in the morning from Zambia to Tanzania to Tanzania to Zambia, the enumerator team had to relocate from Tanzania gate in to Zambia gate in order to pick up the change in directional traffic flow.

This directional traffic flow did not affect bus/coach and traveller activities and those enumerators maintained their positions for the duration of the survey.

The border processes, the traffic flows and the location of the survey teams are shown in Figures 3.1 below.

Figure 3.1: Imports, Exports and Transit Traffic Flows



Station A is the points at which vehicles approach the border stations and start to queue. Station B is entry into the Customs Control Area, C is the points at which vehicles exit from the border.

Data collection was done using the forms in the App shown in Annexures E to H and these were also used to capture descriptive data and the times at which vehicles moved through the border.

- Form 1A was used to capture data on trucks arriving at the border. This includes the descriptive information necessary to track the vehicles.
- Forms 1B and 1C were used to capture the data regarding entry and exit times for trucks entering and leaving the customs clearing area.
- Form 1A was completed at survey station A; Form 1B was completed at survey station B; and Form 1C was completed at station C.

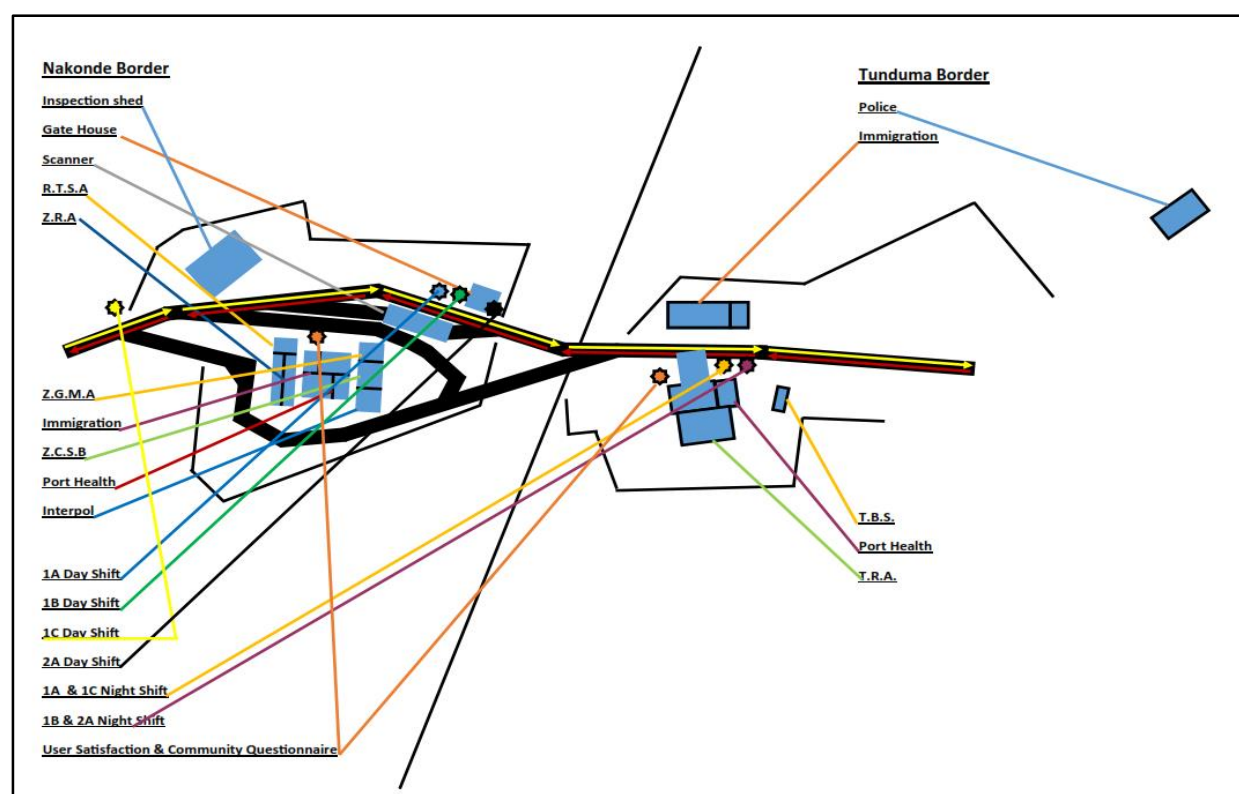
3.2 Document Flow or Survey Sheet Movement

The pro-forma documents used in the Android App for each recording function are illustrated in the Annexures E-H. The flow process by which the documents were handled by the survey staff is illustrated in Table 3.1 below.

Table 3.1: Survey Information Control Checks Forms 1A, 1B, 1C & 2A

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

The number of enumerators was determined after evaluation of the border post layout during the initial assessment and from the interviews with border officials. A total of 10 enumerators were deployed at the border; 6 on the day shift and 4 on the night shift as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 3.2.

Figure 3.2: Schematic Layout & Enumerator Placement – Nakonde/Tunduma Border

4. ORGANISATION OF THE TUNDUMA/NAKONDE BORDER STATIONS

As a standard procedure in the setup phase of the border post survey process, introductory interviews were held with all available, relevant authorities and stakeholders, the structured interview pro-forma is shown in Annexure A and B.

4.1 Authorities: Tunduma Border Post

There are 63 staff members in the Tanzania Revenue Authority (TRA) operations operating on two shifts i.e. 06:00-18:00 and 18:00-06:00. This includes staff employed in processing Customs entries, examinations, entry and exit gates, etc., customs clearance is fully automated using the TANCIS online Customs System.

Table 4.1: Staff Employed by Government Agencies

Government Agencies	Staff Complement	Single Window System (Sharing)
Customs (TRA)	63	Yes
Immigration	20	No
Tanzania Police	200	No
Tanzania Government Chemist	3	No
Tanzania Port Health	6	No

The approximate numbers of SAD declarations processed per week at the border post are:

Import	Export	Transit in	Transit out
104	446	12	304

Number of informal trader declarations or entries per week was not available, the number of clearing agents located at the Tunduma border station is +/- 1200 with an unknown number of employed and subcontracted agents.

The office opening and closing times of the station is from 06:00 to 06:00 or 24 hrs.
The office opening & closing time of the adjacent country (Nakonde) station is also 24 hrs.

The Customs opening hours are synchronised with Immigration on both sides of the border as well as with police and all other Agencies who operate the same hours except for the Tanzania Government Chemist who only operates for 10 hours during the day.

4.2 Procedures: Tunduma Border Station

Travellers:

There is a mixture of passenger vehicle and pedestrian travellers, and informal traders crossing the border, throughout the day and night, as this is a 24/7 border post.

Immigration is fully operational on the OSBP system and travellers cross to the country of entry to complete immigration formalities. There however is very little security at the border due to the ongoing construction and the local residents cross from one side to the other without any formalities.

Bus or Coach Passengers:

Commercial Passenger Coach and or bus traffic crossing this border completes Immigration formalities in the country of entry, but if they have goods to declare through Customs, this must be done at both the country of exit and the country of entry as normal two stop border post procedures.

Commercial Truck Traffic

Commercial Truck Traffic entering Tanzania from Zambia must first park at one of the many truck parks (+/- 6 Truck Parks) located on the Zambia side after arrival at Nakonde. While some entries may be pre-cleared, the driver must still make contact with the appointed clearing agent at the border to notify the agent of his arrival so that the agent can proceed with the clearance procedures at the border. The two Customs systems i.e. ASYCUDA world (Zambia) and TANCIS (Tanzania) are not inter connected and do not talk to one another, therefore a separate entry must be made to TRA on the Tanzania side by a Tanzanian clearing agent.

If the pre-clearance was lodged at the point of origin of the load to ZRA it would automatically appear on the ZRA ASYCUDA World system at Nakonde Border Post, but not necessarily on TANCIS on the Tanzania side, this being the case the Zambian clearing agent at the border would have to submit the entry to a clearing agent on the Tanzania side if one has not already been appointed to submit the entry to TRA via TANCIS.

The situation is complicated by the existence of 600 active clearing agents on the Zambia side employing and sub-contracting +/- 3000 agents. The majority of the sub-contracted agents are "briefcase agents" and are not reliable as they do not have access to an office or computers of their own but make use of the facilities operated by officially active clearing agents at the border post.

This situation places the transactions at risk if the importers or exporters do not appoint credible clearing agents at the border. It must be noted that of the +/- 1000 clearing agents registered with ZRA at Nakonde, only 600 are officially active, the other 400 have been suspended by ZRA for misconduct, and now operate "on the fringe".

Trucks must park, wait and pay at the truck parks until such time as release orders have been obtained from both Revenue Authorities clearing them on exit from Zambia and entry to Tanzania. Once they are cleared, the trucks are allowed to cross into Tanzania from 18:00 to 03:00 during the night. Customs Officers from ZRA and TRA verify documents jointly at the entry point into the Customs yard on the Tanzania side. Verification of the cargo or load is done by TRA on site and cleared to cross into Tanzania. This process of verification by TRA takes a matter of minutes and does not cause any unnecessary delays in the queuing process and trucks move fairly quickly through the system and bearing in mind that about 58% of all trucks are empty returns and only require a quick visual inspection to confirm that they are empty.

4.3 Authorities: Nakonde Border Post

There are 62 staff members in the Zambia Revenue Authority (ZRA) operations operating on two shifts i.e. 06:00-18:00 and 18:00-06:00. This includes staff employed in processing Customs entries (CPC), examinations, entry and exit gates, etc., customs clearance is fully automated using the ASYCUDA World on line Customs System.

Table 4.2: Staff Employed by Government Agencies

Government Agencies	Staff Complement	Single Window System (Sharing)
Customs (ZRA)	62	Yes
Immigration	80	No
RTSA (Road Transport Safety Agency)	8	No
ZMRA (Zambia Medicines Regulatory Agency)	4	No
Zambia Bureau of Standards	12	No
Zambia Department of Health	4	No
Interpol	3	No

The approximate numbers of SAD/ declarations processed per week at the border post are:

Import	Export	Transit in	Transit out
446	104	304	12

Number of informal trader declarations or entries per week was not available, the number of clearing agents located at the Nakonde border station is +/- 1000 of which 400 are suspended and 600 are active (and employ about 3000 agents and sub-contracted agents).

The office opening and closing times of the border station is from 06:00 to 06:00 or 24 hrs. The office opening & closing time of the adjacent country (Tunduma) station is also 24 hrs.

The Customs opening hours are synchronised with Immigration on both sides of the border as well as with police and all other agencies who operate the same hours except for RTSA; ZMRA and Interpol who only operate for 13, 9 and 9 hours respectively during the day.

4.4 Procedures: Nakonde Border Station

Travellers:

There is a mixture of passenger vehicle and pedestrian travellers and informal traders crossing the border, day and night as this is a 24/7 border post. Immigration is fully operational on the OSBP system and travellers cross to the country of entry to complete immigration formalities. However, there is very little security at the border and locals cross from one side to the other without any formalities.

Bus or Coach Passengers:

Commercial Passenger Coach and or bus traffic crossing this border complete Immigration formalities in the country of entry, but if they have goods to declare through Customs, this must be done at both the country of exit and the country of entry as the normal two stop border post procedures.

Commercial Truck Traffic

All Trucks carrying export and transit cargoes, on arrival on the Tanzanian side must proceed to one of the many truck parks (+/- 7 Truck Parks) located on the Tanzania side. Most trucks with origin from Dar es Salaam would have been pre-cleared on the TANCIS system and would only require clearance on the Zambian side. If transit, the clearance process is usually uncomplicated, and vehicles should pass through the border within 24-48 hours. However, if the load is an import into Zambia (which accounts for about 60% of all loads crossing into Zambia), the process is not so simple. As there is no parking space at the new OSBP Infrastructure on the Zambia side, all exports into Zambia are referred to the ZRA verification yard 5 km out of town at the ZRA Checkpoint, shown in Figure 4.1 below:

Figure 4.1: ZRA Verification Yard



All cargos destined for Zambian locations or Direct Imports into Zambia are referred to the verification yard for further clearance into Zambia. This means that the driver is issued a CN2 form on entrance into Zambia at the Nakonde border post and must report to the verification yard for verification of the goods being imported.

This is usually in the form of a visual inspection or opening of the container or tarpaulins to confirm that the goods stated on the declaration are in fact what is physically on in the container or on the truck in the case of a breakbulk load. These physical verifications can take up to 15 minutes to complete and are done by a ZRA officer in the presence of the driver and the clearing agent responsible for clearing the goods into Zambia. However, where seals are broken on containers by ZRA, they are not resealed by ZRA and the driver or Clearing Agent must supply a padlock to secure the container after completion of the inspection.

At the time of our visit to the yard there were around 300-400 trucks parked in the yard and they were jammed in, some could not possibly get out without the manoeuvring of other trucks. A brief survey conducted amongst the drivers present with their trucks revealed that the minimum stay was 3 days and the maximum was 14 days with most drivers having been there 5-6 days and not yet having had their loads verified or assessments concluded. One driver who had been there 6 days informed us that he had been verified after day one, but was waiting for the assessment and duties to be paid by the importer, but had not heard back from his agent in 5 days, he had tried phoning the agent on several occasions with no results as his phone was always off.

Figure 4.2: ZRA Verification Yard

+/- 300-400 trucks were parked in the yard waiting for verifications and assessments to be done by ZRA, the average waiting time for trucks was 131 hours or 5 days 11 hours.

5. SURVEY RESULTS – TUNDUMA/ NAKONDE BORDER POST

5.1 Commercial Vehicle Traffic Count Tunduma

A total of 305 commercial vehicles were recorded at Tunduma border post incoming during the week of the survey of which only 92% were destined for Dar es Salaam.

Details of the vehicles which crossed the border from the Zambian side are shown in Table 5.1 below.

Table 5.1: Freight Vehicles Traffic Count by Category: Tunduma

Vehicle Type	Traffic Count	ADT	Percentage by Vehicle Type
1X20 Containerised Truck	34	5	11%
1X40 Containerised Truck	63	9	21%
2X20 Containerised Truck	10	1	3%
Break Bulk	20	3	7%
Fuel Tanker	177	25	58%
Refrigerated	1	0	0%
Grand Total	305	44	100%

58% of all traffic into Tanzania was empty fuel Tankers returning from DRC and Ndola in

Zambia, only about 40% of all returning vehicles are loaded and they mostly carry mineral products such as copper and cobalt from DRC and the copper belt in Zambia destined for export to China and Europe through the port of Dar es Salaam.

Containerized Cargo makes up 35% of the return traffic into Tanzania through Tunduma of which 59% is 12 m High Cube Containers and 41% Standard 6 metre Containers.

Figure 5.1: Proportions of Vehicle Categories

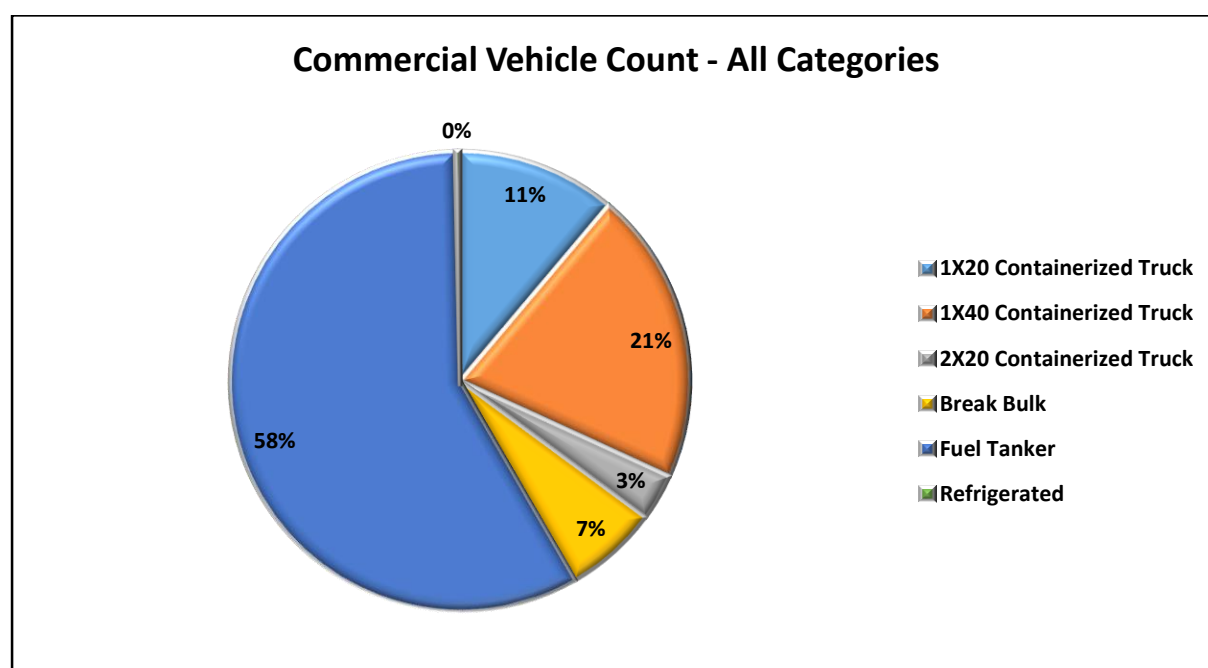
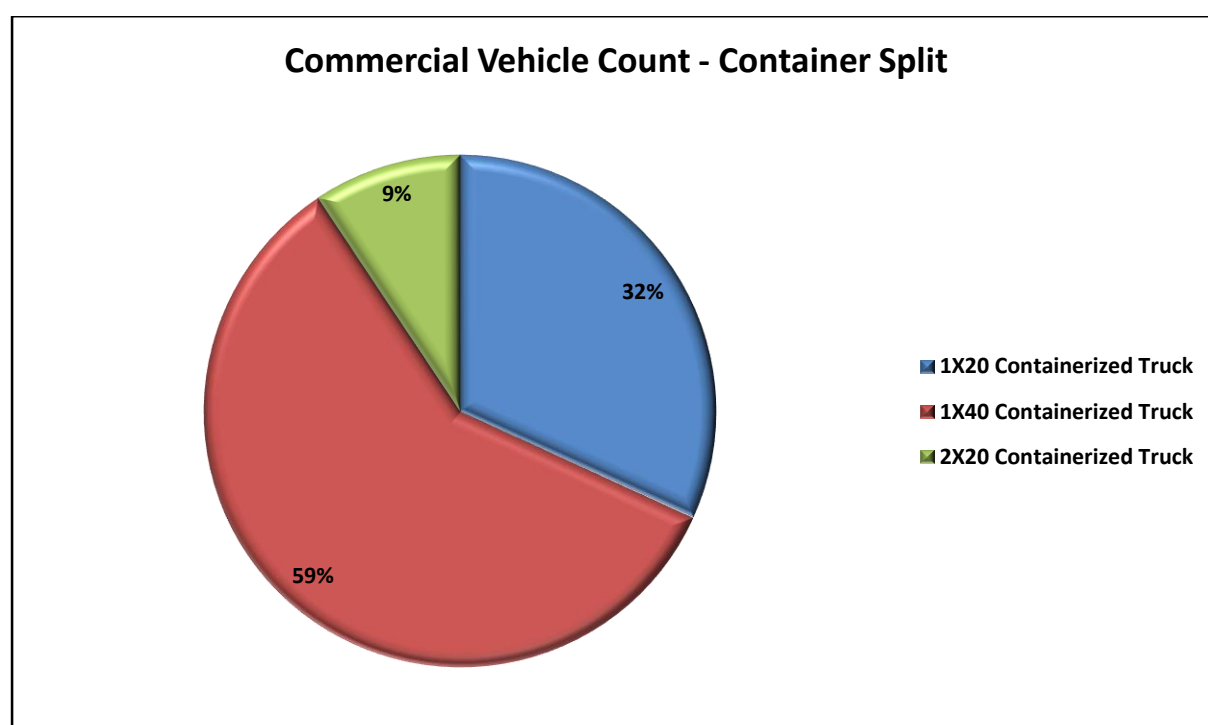


Figure 5.2: Container Categories



5.2 Time Analysis Tunduma

Dwell times for exports from Zambia and DRC through Tunduma are extremely high i.e. 140:15 h:mm (average) and 132:01 h:mm (median), roughly 50% of this time is spent in truck parks some 5 km before the border post waiting for clearance at the border. There is limited space for commercial parking at the border as the border posts on both sides are located at the edge of the towns of Nakonde on the Zambian side and Tunduma on the Tanzanian side. There is no queuing space through town, the roads especially on the Zambian side (Nakonde) are narrow and in very poor condition i.e. potholed, broken shoulders and no verge between the road and the shops. This makes it impossible for trucks to queue safely through the town of Nakonde.

This is why single directional border crossing was introduced many years ago to facilitate the easier movement of traffic through the town and border. With the opening of the border from a 12 hr to a 24/7 operation, movement of trucks from Zambia to Tanzania was changed from 13:00-18:00 to 18:00-03:00. Trucks are therefore held at the truck parks out of town until clearance on both sides are completed and the release orders from both Revenue Authorities received, then they are called to the border in order of release.

Table 5.2: Time Analysis by Function by Vehicle Category (Normal Clearance)

Vehicle Type	Truck Parks + Queue Times Zambia		Customs Processing		Total Dwell Time	
	Average	Median	Average	Median	Average	Median
1X20 Containerized Truck	51:11	39:00	53:10	50:01	160:01	147:01
1X40 Containerized Truck	65:25	62:02	56:26	51:00	136:10	132:02
2X20 Containerized Truck	54:21	39:06	61:23	55:29	122:40	113:58
All Containerized Vehicles	60:03	48:00	55:42	50:01	143:43	135:01
Fuel Tanker	86:53	62:02	61:41	54:02	139:29	128:01
Break Bulk	60:09	62:02	67:31	50:00	153:15	156:01
Medium Truck	37:03	37:03	0:00	0:00	0:00	0:00
All Vehicles	70:29	61:06	62:40	66:00	140:15	132:01

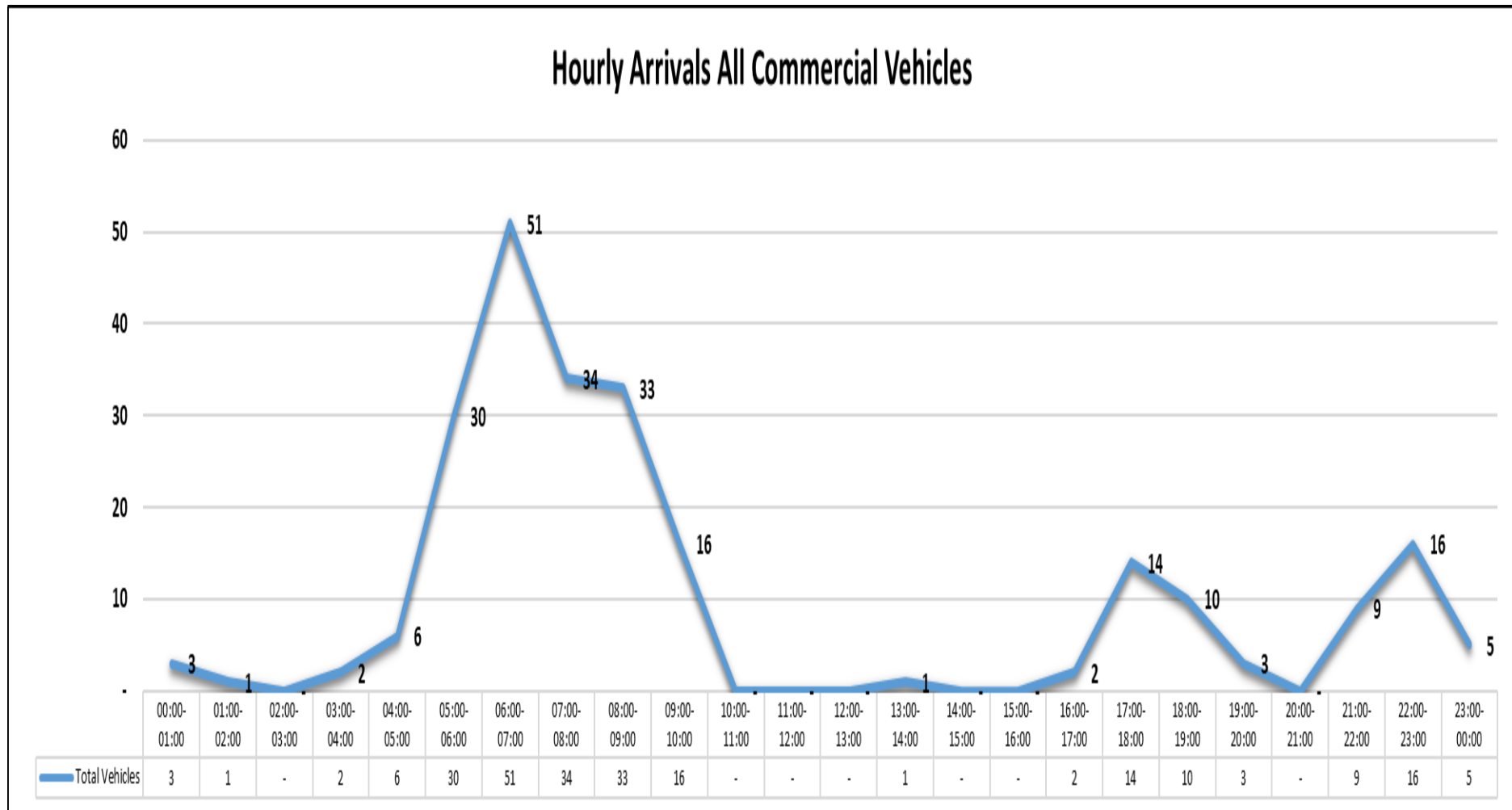
- Zambia Truck Park Times (Includes Queue Times)– 61:05 h:mm (Median)
- ZRA/TRA Customs Processing – 66:00 h:mm (Median)
- Total Dwell or Border-crossing Time – 132:01 h:mm (Median)

Due to the low volumes crossing from Zambia to Tanzania at night and the quick verification and release times by TRA coupled with the fact that 60% of all vehicles were empty returns there was very little queuing. Therefore, time for queuing was not significant and not monitored at night and has been combined with the time spent in the truck parks prior to arrival at the border

5.2.1 Arrival Time Analysis – Truck Parks Zambia

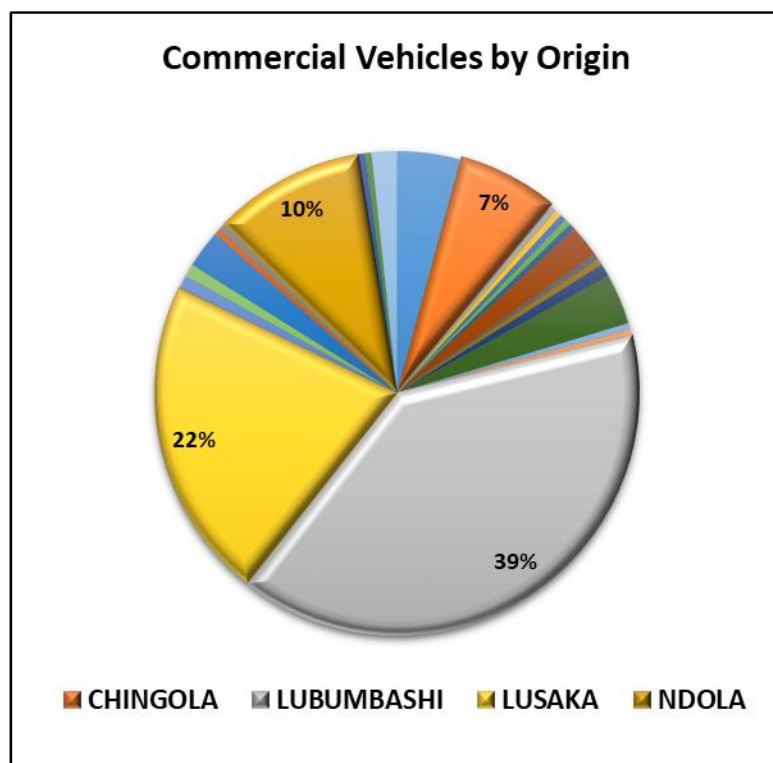
The arrival rate per hour at the Zambian truck parks peaks between 04:00 – 10:00 h:mm (51 trucks per hour) and again between 17:00 – 23:00 (16 trucks per hour), bearing in mind that trucks crossing from Zambia to Tanzania can only cross between 18:00 and 03:00 at night. It's unlikely that any of these trucks would cross the same day that they arrive, so it is largely irrelevant when they do arrive at the truck parks. It does however appear that night driving by the Tanzanian Truckers is preferred in Zambia, which may be due to the fact that there are only half the number of police checkpoints at night, compared to the day time. There are 13 checkpoints during the day between Kapiri Mposhi and Nakonde and 7 at night. The police checkpoints are also likely to be less demanding than during the day, as more of police officers on duty at night are likely to be asleep.

Figure 5.3: Hourly Arrival Rate at the Border – Truck Parks Zambia



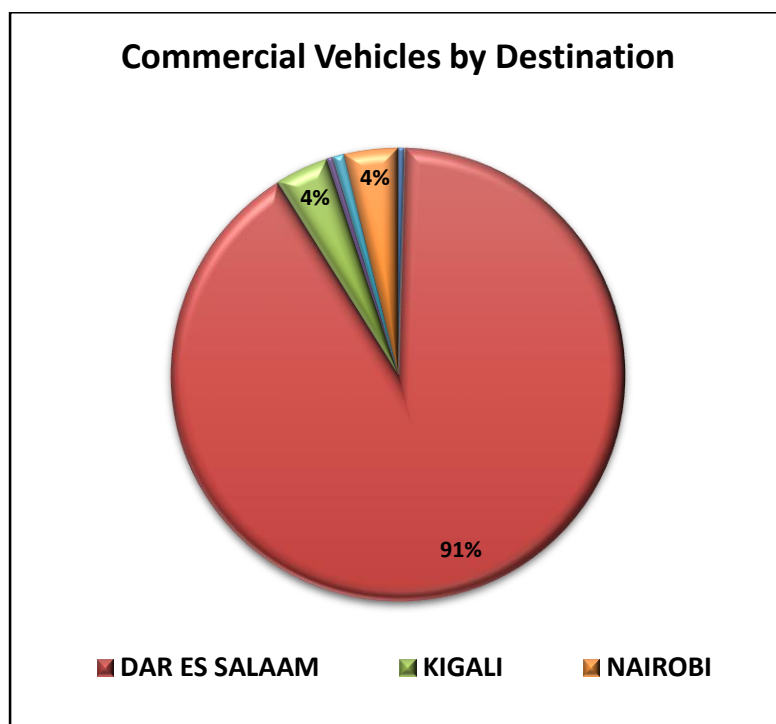
5.2.2 O&D of Freight Vehicles

Figure 5.4: Commercial Vehicle Origins



The main vehicle origins were, 39% from Lubumbashi, 22% from Lusaka, 10% from Ndola and 7% from Chingola, the balance of 22% came from a wide variety of locations within Zambia, DRC and South Africa.

Figure 5.5: Commercial Vehicle Destinations



The main vehicle destinations were, 91% to Dar es Salaam, 4% to Kigali in Rwanda, 4% to Nairobi in Kenya the remaining 1% was destined for Mbeya and Arusha in Tanzania.

5.2.3 Commodities Carried by Freight Vehicles

The majority of goods moved along this corridor from Zambia and the DRC are mineral products such as Cobalt, Manganese, Copper and Zinc destined for overseas locations in China and Europe. Other products include Sugar from Zambia and vegetable products such as Beans, Maize Seed and Soybeans destined for markets in Tanzania the details of which are shown in Table 5.3 below:

Table 5.3: Commodities carried by Freight Vehicles

Commodities	Vehicle Count	Total Tonnage
16-24 Foodstuffs	8	204,00
SUGAR	8	204,00
25-27 Mineral products	103	2 913,00
COBALT	11	302,00
MANGANESE	10	283,00
COPPER	79	2 237,00
ZINC	3	91,00
28-38 Chemical and allied products	1	22,00
AMMONIUM SULPHATE	1	22,00
90-97 Miscellaneous	2	54,00
MIXED GOODS	2	54,00
06-15 Vegetable products	13	369,00
BEANS	1	29,00
MAIZE SEEDS	11	310,00
SOYBEANS	1	30,00
86-89 Transportation	1	26,00
CAR PARTS	1	26,00
Empty Return	123	-
NO CARGO	123	-
44-49 Wood and wood products	1	16,00
NEWSPAPERS	1	16,00
72-83 Metals	2	48,00
SCRAP METAL	2	48,00
Grand Total	254	3 652,00

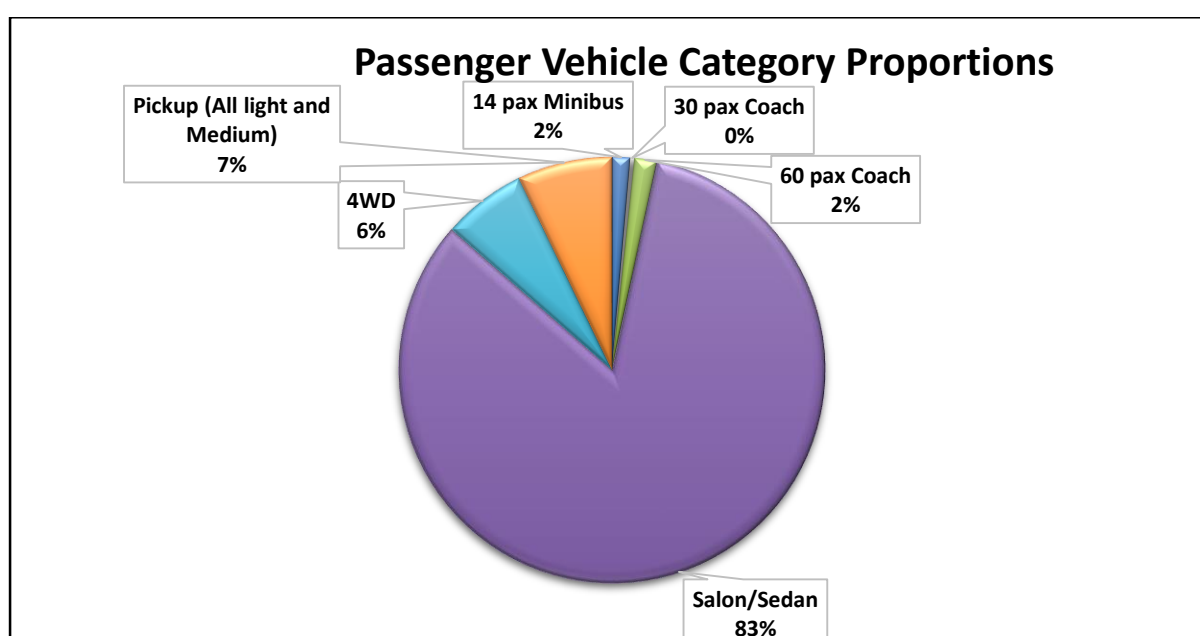
5.3 Passenger Traffic Count Tunduma

A total of 61 buses and 25 minibuses; 5 coasters and 30 coaches were recorded crossing into Tanzania at Tunduma from Zambia, a total of 1761 passenger vehicles made up of 1514 saloon cars, 116 SUV/4WD vehicles and 131 pick-ups were also recorded as shown in Table 5.4 below and the proportions of the different vehicle categories are shown in the graph below:

The Minibus traffic originated from Nakonde and was headed for Tunduma while the coach traffic came from Lusaka and was largely destined for Dar es Salaam.

Table 5.4: Passenger Traffic Count - Tunduma

Vehicle Category	Total Survey	
	Total for Survey	Daily Average
14 pax Minibus	25	4
30 pax Coach	5	1
60 pax Coach	31	4
Salon/Sedan	1 514	216
4WD	116	17
Pickup (All light and Medium)	131	19
Total	1 822	260

Figure 5.6: Proportions of Passenger Vehicles

5.4 Commercial Traffic Count Nakonde

A total of 1566 commercial vehicles were recorded at Nakonde during the week of the survey with a daily average of 224 vehicles per day. 45% of vehicles recorded during the survey were Containerized, 17% Tankers, 17% breakbulk and the balance of 21% made up of light, medium and other categories. Normally Tankers make up the bulk of the traffic going into Zambia, but it was noted that almost 60% of the return traffic to Tanzania was empty tankers so it is most probable that the majority of loaded tankers passed through fully laden with fuel the previous week and hence the low volume of tankers during the survey period.

Of the 703 containerized vehicles recorded 534 or 76% were 40' High Cube Containers and the balance of 169 or 24% Standard 20' Containers, which is proof that 40' HC container market is dominant and less and less 20' containers are being shipped globally.

Table 5.5: Day Time Freight Vehicles Traffic Count by Category: Nakonde

Vehicle Type	Traffic Count	ADT	Percentage by Vehicle Type
1X20 Containerized Truck	139	20	9%
1X40 Containerized Truck	534	76	34%
2X20 Containerized Truck	30	4	2%
Break Bulk	274	39	17%
Fuel Tanker	268	38	17%
Light Truck	74	11	5%
Medium Truck	91	13	6%
Other GVM>3500kg	118	17	8%
Side Tipper	38	5	2%
Grand Total	1566	224	100%

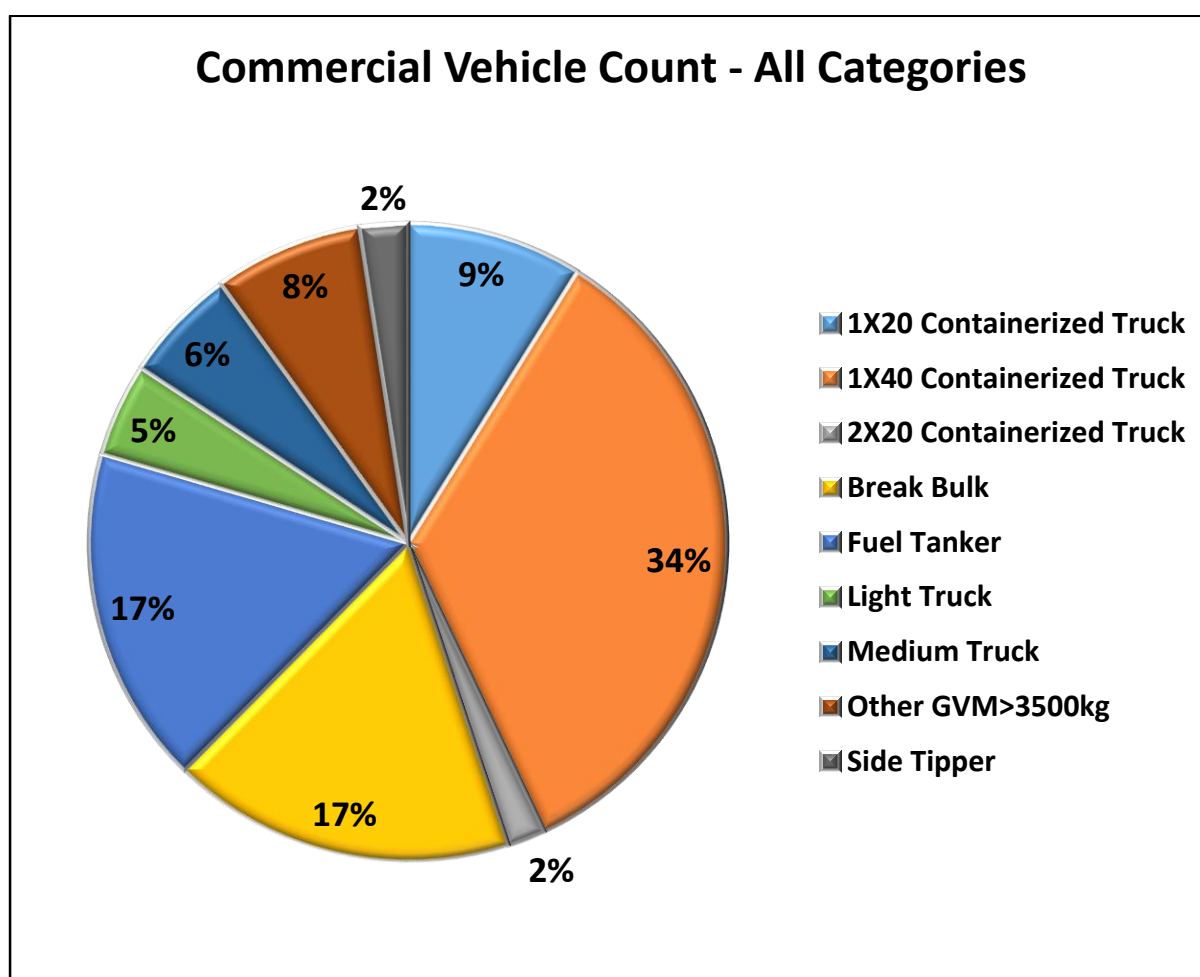
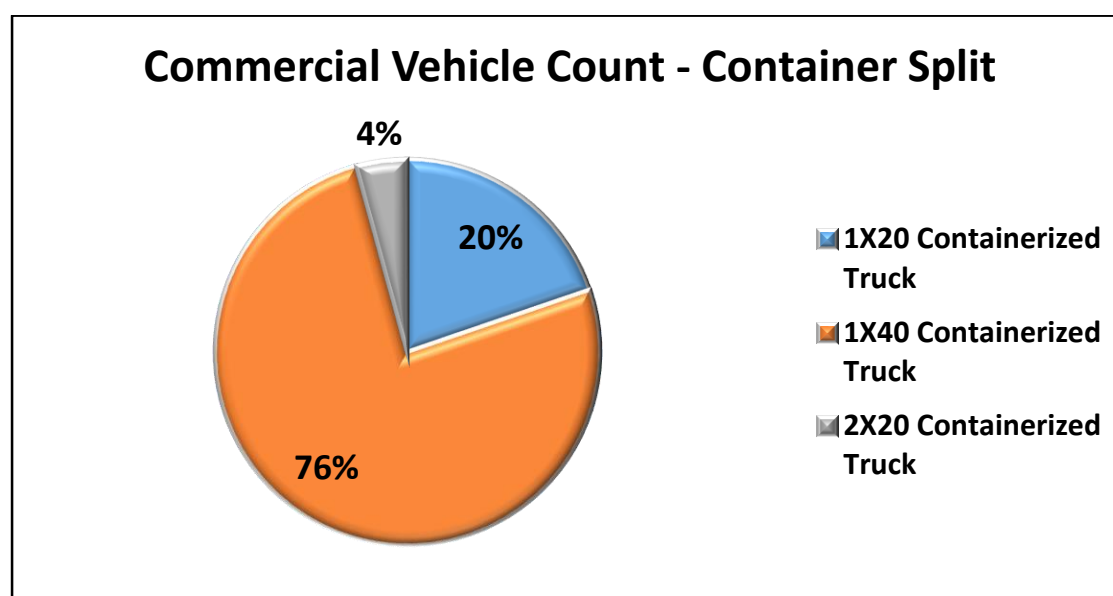
Figure 5.7: Proportions of Vehicle Categories

Figure 5.8: Container Categories



5.4.1 Time Analysis Nakonde

Dwell times for Fuel Imports and Transits from Tanzania to Zambia are 48:05 h:mm (median) spent in truck parks waiting for Customs release orders, 5:29 h:mm queuing through Tunduma Town and 48:02 (median) joint Customs processing (TRA/ZRA) with a total dwell or border-crossing time of 75:56 h:mm (median). This excludes time spent at the ZRA verification yard 5 km from the Nakonde border post at the ZRA checkpoint for all other Zambian imports which are referred here for Customs verification/assessment.

A separate analysis of the times spent at verification yard is included in this report and these times will be added to the total dwell times in the table below for Zambia Imports.

Table 5.6: Time Analysis by Function by Vehicle Category (Fuel Tankers & Transit)

Vehicle Type	Truck Parks Tanzania		Queue Times		Customs Processing		Total Dwell Time	
	Average	Median	Average	Median	Average	Median	Average	Median
1X20 Containerised Truck	63:07	48:04	0:00	0:00	40:00	23:48	80:51	74:01
1X40 Containerised Truck	67:44	48:05	4:43	4:43	27:50	21:58	86:21	72:58
2X20 Containerised Truck	44:54	48:03	0:00	0:00	22:19	21:59	55:59	50:28
All Containerised Vehicles	65:44	48:05	4:43	4:43	30:38	22:26	83:12	70:02
Fuel Tanker	56:49	49:00	34:08	34:08	45:53	43:56	99:06	87:02
Break Bulk	60:36	48:04	14:25	5:29	36:28	25:55	71:38	69:05
Medium Truck	64:02	24:10	0:00	0:00	0:02	0:02	8:01	8:01
Light Truck	65:22	52:50	0:00	0:00	1:00	1:00	72:40	72:40
Other GVM>3500kg	0:00	0:00	0:00	0:00	0:00	0:00	60:21	66:42
All Vehicles	61:28	48:05	16:39	5:29	46:38	41:02	88:24	75:56

- Tanzania Truck Park Times – 48:05 h:mm (Median)
- Queue Times (Tunduma Town) – 5:29 h:mm (Median)
- ZRA/TRA Customs Processing – 66:00 h:mm (Median)
- Total Dwell or Border-crossing Time – 75:56 h:mm (Median)

Table 5.7: Time Analysis by Function by Vehicle Category ZRA Verification Yard

Vehicle Type	Tanzania Truck Parks		Queue Times		Customs Processing		Verification Yard		Total Dwell Time	
	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median
1X20 Containerized	63:56	63:56	0:07	0:07	99:26	76:29	165:49	141:25	253:25	297:04
1X40 Containerized	55:21	48:04	0:28	0:07	55:52	37:26	121:06	50:17	195:30	138:39
All Containerized	58:13	48:04	0:23	0:07	66:46	51:55	136:00	84:19	214:48	183:07
Break Bulk	67:01	62:00	0:07	0:07	23:31	23:57	159:57	88:49	244:36	172:43
All Vehicles	61:44	48:04	0:16	0:07	46:33	30:58	131:07	55:45	197:11	146:57

An additional 131:07 h:mm (average) or 55:45 h:mm (median) is spent at the ZRA Verification Yard at the ZRA Checkpoint in Nakonde for Zambia Imports. This is a significant amount of time which increases the border crossing or dwell time to 197:11 h:mm (average) or 146:57 h:mm (median) or 6 days 3 hours for imports to clear into Zambia. The Maximum/Minimum/Standard Deviation of dwell times for the Verification Yard, reveal the extent of the delays caused by this process, which would be largely unnecessary if proper Risk Management Policies were adopted.

Table 5.8: Minimum/Maximum Times ZRA Verification Yard

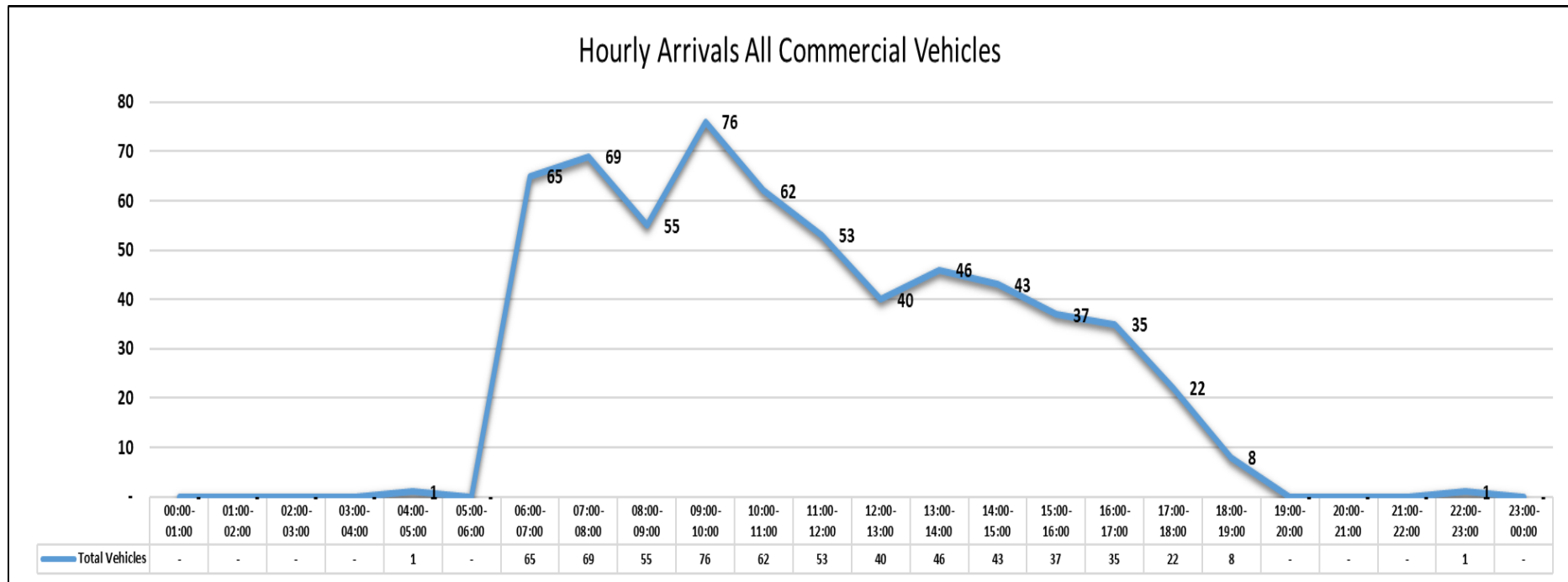
Vehicle Type	ZRA Verification Yard		
	Min	Max	Std. Dev
1X20 Containerized Truck	30:13	341:08	114:23
1X40 Containerized Truck	1:47	547:42	152:10
All Containerized Vehicles	1:47	547:42	142:16
Break Bulk	4:41	457:29	184:48
All Vehicles	1:47	547:42	141:49

- 1x20 Containerized – 14 days
- 1x40 Containerized – 22 days
- Breakbulk – 19 days

5.4.2 Arrival Time Analysis – Truck Parks Tanzania

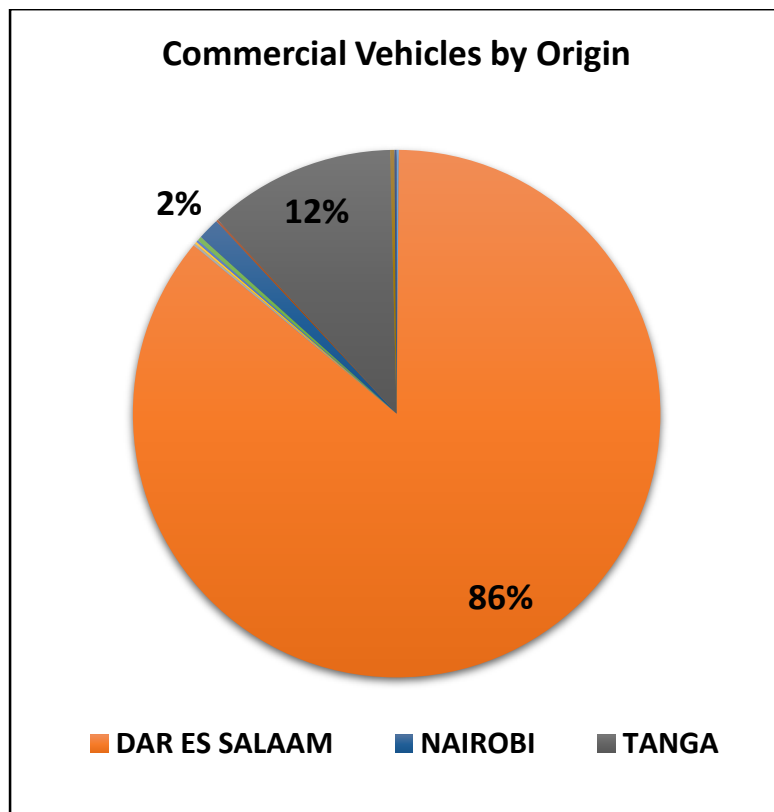
The arrival rate per hour at the Tanzanian truck parks peaks between 06:00 – 12:00 h:mm (76 trucks per hour) then drops off steadily 13:00 -19:00 (from 45 to 8 trucks per hour). Trucks crossing from Tanzania to Zambia can only cross between 03:00 and 18:00 during the day, it's therefore unlikely that any of these trucks would cross the same day that they arrive, so it is largely irrelevant when they do arrive at the truck parks. However, it would appear that night driving by Tanzania Truckers in Tanzania is limited with only one truck per hour arriving between 04:00 and 05:00 and again between 23:00 and midnight.

Figure 5.9: Hourly Arrival Rate at the Border – Truck Parks Tanzania



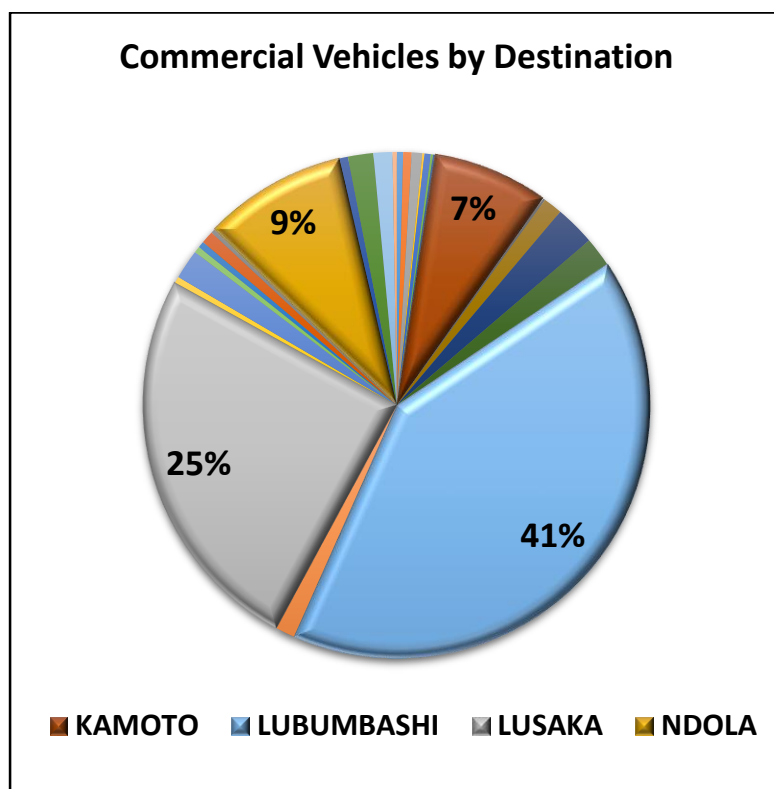
5.4.3 O&D of Freight Vehicles

Figure 5.10: Commercial Vehicle Origins



The main vehicle origins were, 86% from Dar es Salaam, 12% from Tanga and 2% from Nairobi.

Figure 5.11: Commercial Vehicle Destinations



The main vehicle destinations were, 41% to Lubumbashi in DRC, 25% to Lusaka, 9% to Ndola (fuel) and 7% to Kamoto mine in DRC the remaining 18% was destined for various destinations in Zambia, south Africa and Zimbabwe.

5.4.4 Commodities Carried by Freight Vehicles

The majority of goods moved along this corridor from Dar es Salaam to the DRC and Zambia are mineral products, mostly fuel, chemical and allied products for the mines in Zambia and DRC, miscellaneous goods and a wide variety of other commodities details of which are shown in Table 5.9 below:

Table 5.9: Commodities carried by Freight Vehicles

Row Labels	Vehicle Count	Total Tonnage
16-24 Foodstuffs	10	254,00
FLOUR	1	36,00
SUGAR	1	28,00
CIGARETTES	4	88,00
BLUE BAND	3	77,00
CHUMA	1	25,00
25-27 Mineral products	348	11 593,00
FUEL	121	4 068,00
DIESEL	134	4 609,00
OIL	1	27,00
COAL	1	8,00
JET A1	8	273,00
QUICK LIME	81	2 548,00
VASELINE	2	60,00
28-38 Chemical and allied products	79	2 375,00
SODIUM	36	1 091,00
CHEMICALS	1	35,00
SOAP	2	47,00
MEDICINE	2	28,00
GLUCOSE	1	27,00
SULPHUR	26	814,00
SILICON CARBON	1	19,00
MACHINERY	1	35,00
ETHYLALCOHOL	2	54,00
MAGNESIUM OXIDE	2	62,00
ETHYLENE	1	28,00
MAGNESIUM	1	35,00
magnesium oxide	1	31,00
TITANIUM DIOXIDE	1	35,00
SODIUM SULPHUR	1	34,00
68-71 Stone and glass	28	789,00
TILES	16	448,00
BRICKS	9	252,00
GLASS BOTTLES	1	26,00
CERAMIC SINKS	1	31,00
BATHS, BASINS	1	32,00
90-97 Miscellaneous	148	3 552,00

MIXED GOODS	140	3 372,00
FURNITURE	1	22,00
HARDWARE	1	36,00
BUILDING MATERIALS	1	28,00
HOSPITAL EQUIPMENT	1	30,00
KITCHENWARE	1	19,00
TABLES AND CHAIRS	1	5,00
STATIONARY	1	6,00
HOUSEHOLD GOODS	1	34,00
06-15 Vegetable products	12	366,00
FLOUR	2	68,00
RICE	3	94,00
COOKING OIL	4	127,00
TOMATOES	2	50,00
COOKING FAT	1	27,00
86-89 Transportation	2	15,00
CAR	1	10,00
SPARE PARTS	1	5,00
Empty Return	13	20,00
NO CARGO	13	20,00
44-49 Wood and wood products	15	335,00
BOOKS	4	96,00
BOX BOARDS	1	30,00
TISSUES	2	25,00
TOOTHPICKS	3	59,00
WOODEN DRUMS	2	56,00
WOODEN FURNITURE	2	54,00
DOCUMENTS	1	15,00
50-63 Textiles	21	532,00
COTTON	1	31,00
BLANKETS	1	32,00
SECOND HAND CLOTHES	2	53,00
TEXTILES	2	48,00
CLOTHING	14	338,00
KNITTED ITEMS	1	30,00
84-85 Machinery and electrical	38	910,00
ELECTRONICS	4	102,00
SOLAR PANELS	3	82,00
SPARE PARTS	2	45,00
WELDING EQUIPMENT	1	25,00
SELF PROPELLED	2	42,00
MACHINERY	14	327,00
COOKERS	1	30,00
WATER ABSORTION UNIT	3	79,00

PHOTOSENSITIVE EQUIPMENT	2	50,00
ENGINE	1	30,00
ISOLATING SWITCHES	3	53,00
MACHINE SPARES	2	45,00
72-83 Metals	15	384,00
FURNITURE	1	28,00
PIPES	6	169,00
METALS	1	26,00
WELDING WIRE	2	50,00
METAL SHEETS	4	87,00
LEAD SHEETS	1	24,00
39-40 Plastics and rubber products	10	223,00
PLASTICS	4	92,00
TYRES	6	131,00
64-67 Footwear and headgear	12	245,00
SHOES	8	178,00
CLOTHING	1	23,00
FOOTWEAR	3	44,00
Grand Total	751	21 593,00

5.5 Passenger Traffic Count Nakonde

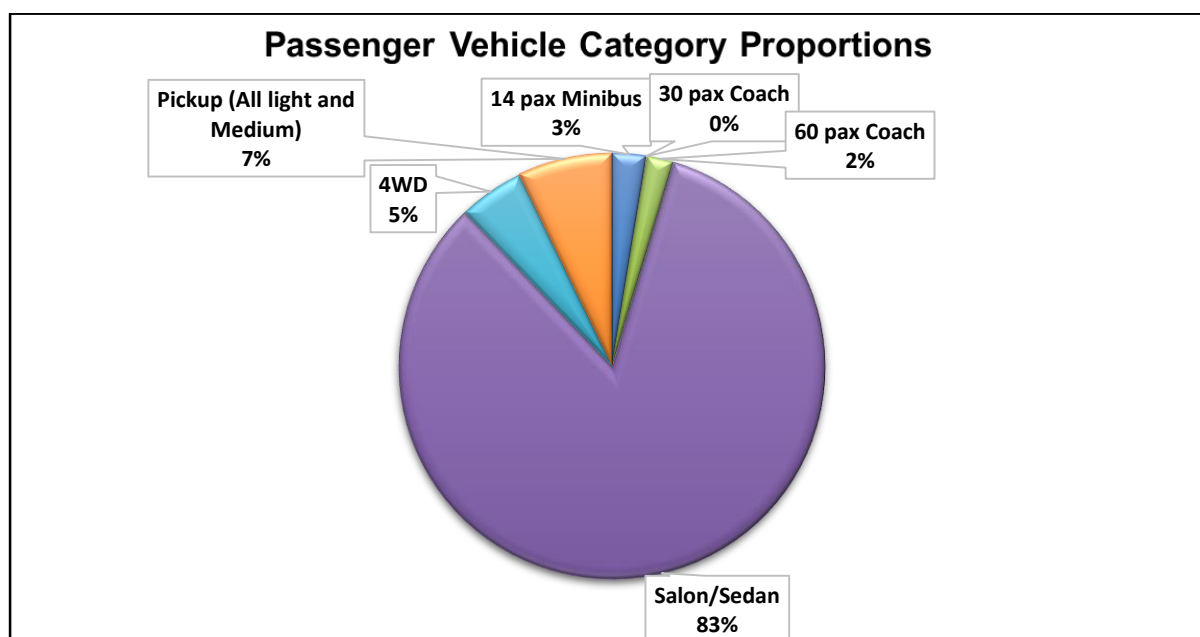
A total of 91 buses and 51 Minibuses; 1 Coaster and 51 Coaches were recorded crossing into Tanzania at Tunduma from Zambia, a total of 1904 passenger vehicles made up of 1661 saloon cars, 99 SUV/4WD vehicles and 143 pick-ups were also recorded as shown in Table 5.10 below and the proportions of the different vehicle categories are shown in the graph below:

The majority of the Minibus traffic originated from Tunduma and was headed for Nakonde while the Coach traffic came from Dar es Salaam and was largely destined for Lusaka.

Table 5.10: Passenger Traffic Count - Nakonde

Vehicle Category	Total Survey	
	Total for Survey	Daily Average
14 pax Minibus	51	7
30 pax Coach	1	0
60 pax Coach	40	6
Salon/Sedan	1 661	237
4WD	99	14
Pickup (All light and Medium)	143	20
Total	1 995	285

Figure 5.12: Proportions of Passenger Vehicles



5.5.1 User Satisfaction Survey - 6th -10th June 2018

The Border User Satisfaction Survey questionnaire at the Nakonde/Tunduma border between Zambia and Tanzania collected information in relation to procedures, facilities, infrastructure, design and layout of the border, features and the performance of the border authorities.

The survey represents a baseline for the Nakonde/Tunduma border, which is still functioning as a two-stop border. The User Satisfaction Survey questionnaire as shown in Annexure C.

The analysis of the user satisfaction uses the revised scoring method to produce the tables showing responses to each question in the USS questionnaire.

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).

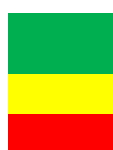
The analysis of the user satisfaction survey uses the revised scoring method to produce the tables showing responses to each question in the USS questionnaire. The tables show the number (as percentage) of - "good"; - "neutral"; and - "bad" responses, with the results summarised as a percentage score.

User Satisfaction Survey: Nakonde

Overall Average: Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	92%	95%	77%
Joint Examination	70%	74%	50%
Decreased time	45%	48%	31%
Security	80%	80%	80%
Search -gender	22%	25%	8%
Maintenance	82%	80%	93%
Cleanliness	84%	85%	79%
Toilets -M/F	86%	88%	80%
Warehouse	27%	31%	8%
Signage	79%	78%	86%
Parking	21%	23%	8%
Separation of Pass/goods	62%	66%	46%
HIV Signage	28%	31%	14%
Disabled facilities	30%	35%	8%
Overall level of satisfaction	61%	64%	47%
Average Score (%)	58%	60%	48%

Legend



70-
100
50-70
0-50

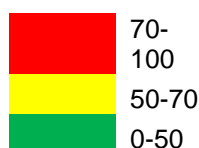
- Total scoring for all respondents resulted in an overall score of 58%
- Males scored 60%
- Females scored 48%

The main areas for concern are Border Crossing Times; Gender Searches; Warehouse Facilities at the border; Lack of Parking and Disabled Facilities.

Overall Average: Dissatisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	3%	2%	8%
Joint Examination	8%	7%	8%
Decreased time	20%	12%	54%
Security	16%	15%	20%
Search -gender	23%	12%	69%
Maintenance	8%	8%	7%
Cleanliness	4%	3%	7%
Toilets -M/F	7%	7%	7%
Warehouse	61%	54%	92%
Signage	8%	10%	0%
Parking	71%	68%	85%
Separation of Pass/goods	23%	19%	38%
HIV Signage	61%	58%	71%
Disabled facilities	57%	55%	67%
Overall level of satisfaction	14%	12%	20%
Average Score (%)	26%	23%	37%

Legend



- Total scoring for all respondents resulted in an overall dissatisfaction was 26%.
- Males Scored 23%
- Females Scored 37%

Nakonde Border User Comments:

Infrastructure	<p>The road is too small to be used by truck drivers and other cars.</p> <p>The system is kind of slow and poor on the Zambian side, so they need to change it to a much better and faster system.</p> <p>Cars coming from Dar es Salaam take too long to cross over because the Zambian documents are delayed.</p>
Service	<p>Improvement on the efficiency of Asycuda system.</p> <p>As an agent what am bothered with is that the system is poor and slow. It takes too much time for us to complete our clearance procedures.</p> <p>Improvement on the efficiency of Asycuda system.</p> <p>Officers bring services down because they demand for a little amount of money example jump short is the money given to officers for the process to be completed. Hence corruption is still going on.</p> <p>Too many delays due to the fact that officers require a certain amount of the process to be completed.</p>
Facilities	<p>The things am not satisfied with are that there are too much road blocks from the Zambian side. Small and bad parking yards with no toilets and bathrooms in Tanzania.</p> <p>Not enough parking yards.</p> <p>For Tanzania and Nakonde border in Zambia there are no toilets</p>

	Some police officers at the road blocks are too stubborn.
Business	The company supposed to simplify the trade procedure due to cross over the goods from one country to another in order to simplify sharing the trade.

User Satisfaction Survey: Tunduma

Overall Average: Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	100%	100%	100%
Joint Examination	92%	94%	88%
Decreased time	14%	18%	0%
Security	73%	72%	75%
Search -gender	0%	0%	0%
Maintenance	90%	87%	100%
Cleanliness	79%	77%	88%
Toilets -M/F	38%	44%	14%
Warehouse	22%	20%	29%
Signage	72%	80%	33%
Parking	3%	0%	13%
Separation of Pass/goods	69%	68%	71%
HIV Signage	19%	23%	0%
Disabled facilities	6%	8%	0%
Overall level of satisfaction	43%	47%	25%
Average Score (%)	48%	49%	42%

Legend

	70-100
	50-70
	0-50

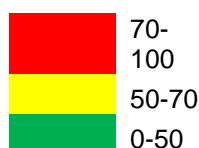
- Total scoring for all respondents resulted in an overall score of 48%
- Males scored 49%
- Females scored 42%

The main areas for concern are Border Crossing Times; Toilet Facilities M/F; Gender Searches; Warehouse Facilities at the border; Lack of Parking; Disabled Facilities and the Overall Level of Satisfaction which is under 50%.

Overall Average: Dissatisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	0%	0%	0%
Joint Examination	0%	0%	0%
Decreased time	14%	14%	14%
Security	3%	3%	0%
Search -gender	26%	21%	50%
Maintenance	3%	3%	0%
Cleanliness	0%	0%	0%
Toilets -M/F	51%	47%	71%
Warehouse	47%	56%	14%
Signage	11%	7%	33%
Parking	98%	100%	88%
Separation of Pass/goods	17%	18%	14%
HIV Signage	61%	57%	83%
Disabled facilities	67%	68%	63%
Overall level of satisfaction	33%	31%	38%
Average Score (%)	29%	28%	31%

Legend



- Total scoring for all respondents resulted in an overall dissatisfaction was 26%
- Males scored 23%
- Females scored 37%

Tunduma Border User Comments

Infrastructure	The road is small
Service	<p>Process delayed, and documents been delayed from authority. Delaying documents from officials. The system is still poor and slow at times. There is an improvement in some areas. The system is a problem especially on weekends. It's so poor and slow it takes too much time to complete a transaction. Process is delayed because of poor system, it takes more than two days to complete a transaction. So, help us on the system. Not very satisfied the system is still poor and slow. No enough parking space for trucks and other vehicles.</p>
Corruption	<p>Too much corruption on both sides. Process delayed, no toilets, too much corruption operating in both countries and documents been delayed from authority. The system is slow, lack of toilet facilities and no changes on corruption.</p>
Facilities	In Tanzania specifically at the border we have not enough parking space for our trucks and there are no toilets for both Gentleman and Ladies.

5.5.2 Community Survey

As a part of the overall survey and assessment process a community survey was done from 6 to 10 June 2018 to establish the current situation and awareness of the OSBP development and what impact it might have on the local communities on the Zambian and Tanzanian sides of the border.

The survey of community members on both sides of the Nakonde - Tunduma Border gives some insights into the perceptions of the border community. A total of 35 people were interviewed on the Nakonde side and 20 people on the Tunduma side to obtain responses to the questionnaire which has 17 specific questions about aspects of the possible impacts of the OSBP on the local communities. The questionnaire is shown in Annexure A.

Some positives and negatives from the Community were as follows:

Nakonde:

NAKONDE COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	34%	Good Service Levels	61%	Poor Service Levels	16%
Reduced Business	31%	Improved Time	10%	Increased Time	32%
Time saving	6%	Growth	19%	No Growth	23%
New Business Development	9%	Service & Time	0%	Poor Service & Increased Time	6%
Increased Population	6%	Service & Growth	0%	Poor Service & No Growth	0%
Other	14%	Other	10%	Other	23%
	100%		100%		100%

Tunduma:

TUNDUMA COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	60%	Good Service Levels	35%	Poor Service Levels	50%
Reduced Business	0%	Improved Time	10%	Increased Time	19%
Time saving	0%	Growth	20%	No Growth	6%
New Business Development	10%	Service & Time	20%	Poor Service & Increased Time	6%
Increased Population	20%	Service & Growth	5%	Poor Service & No Growth	0%
Other	10%	Other	10%	Other	19%
	100%		100%		100%

Observations and Conclusions:

There is low level of cross-border informal trade at this OSBP, mostly in the technology field, small appliances and second-hand clothing with items such as cell phones, power banks, kettles, irons and jeans being most popular and all from the Tanzania side with no cross-border trade from Zambia to Tanzania. Also, most Zambians working at the border and or staying in Nakonde prefer to shop on the Tanzania side in Tunduma.

As this is a baseline survey and the OSBP is not yet working, it is not clear from the mixed responses what impact the OSBP will have on the local communities of Tunduma and

Nakonde. However, it is hoped from past experiences in East Africa it will have a positive spinoff for both communities.

Unfortunately, there was a lack of comments or responses from respondents on both sides of the border to questions 22 - What additional features would you recommend for OSBP? 23 - What other information should be provided about the OSBP? 24 - Further Suggestions. This appears to be largely due the fact that they were not familiar with the proposed new OSBP development and what impact it could have on their communities. This is evident from the fact that only 37% of respondents on the Zambia side and 35% on the Tanzania side had any knowledge of the OSBP development.

6. REVIEW OF SURVEY RESULTS

6.1 Border Crossings Commercial Vehicles – Tunduma

The border crossing-time or dwell time for Zambia Exports was 61:05 h:mm (median) time spent in truck parks, Customs processing 66:00 h:mm (median) and total dwell time was 132:01 h:mm (median). Times at this border station are very high due to a combination poor infrastructure and the uncoordinated ICT systems between the two sides of the border.

6.2 Border Crossings Commercial Vehicles – Nakonde

The border crossing-time or dwell time for Tanzania Exports was 48:05 h:mm (median) time spent in truck parks, queue time 5:29 h:mm, Customs processing 41:06 h:mm and total dwell time was 75:56 h:mm (median).

6.3 Issues to be Addressed

The main issues to be addressed going forward which will help reduce customs times going into the OSBP implementation are:

a) *Single Window System and Pre-clearance*

It must also be recommended that a coordinated single window system with pre-clearance is introduced on both sides of the border. This is necessary to improve customs processing times on both sides, to avoid perpetuation of the current delays after implementation of the OSBP.

c) *Internet Connectivity:*

It is also necessary to ensure that internet connectivity is improved between the two sides of the border as part of the implementation of the OSBP, to ensure smooth and seamless processing of transactions.

d) *ZRA Verification Yard Nakonde*

The current system of referring all Zambian Imports (excluding fuel tankers) to this facility and the time taken to clear and release these trucks is going to be a hindrance or bottleneck to the OSBP if this process is to be included in the implementation of the OSBP. Currently, breakbulk and containerised cargo referred to the verification yard is adding an additional 131:07 h:mm to the clearance process and is totally unacceptable. Better Risk Management policies will need to be applied so that fewer vehicles (not more than 10%) are referred for verification if this facility is to be maintained by ZRA going forward.

e) *Clearing Agents at the Nakonde/Tunduma Border Station*

The current number of Clearing and Forwarding Companies represented on both sides of the border i.e. Zambia 1000 (3000 employed and sub-contracted agents) and Tanzania 1200 (unknown number of employed and sub-contracted agents), is going to be a problem after implementation of the OSBP. The concept of an OSBP is to move

the function of Customs clearing process away from the actual border post to a central data processing centre usually located at either the port of origin and or the capital city and other major centres within the country if landlocked.

This process limits the number of agents required at the border to a handful and mostly to deal with acquittals and smaller local consignments crossing the border. Unfortunately, this has been one of the issues preventing the implementation of a coordinated Single Window System at this border station and introducing a fully integrated pre-clearance system, especially on the Zambian side where this has been very strongly resisted by the Zambian Clearing and Forwarding Associations for fear of job losses for their members.

f) Parking Facilities and Traffic Flows

Currently there is no available parking for commercial traffic on either side of the border and it is not clear if provision is going to be made for parking and how much parking will be required to accommodate the smooth coordinated movement of traffic after implementation of the OSBP. It is understood that on the Tanzania side after the current old border post infrastructure has been demolished, this available land will be converted into commercial parking. However, there does not seem to be any available land on the Zambian side to do the same. Does this mean that the current system of using truck parks on either side to stage trucks prior to crossing and the directional movement or flow of truck traffic i.e. from 03:00 to 18:00 (Tanzania to Zambia) and 18:00 to 03:00 (Zambia to Tanzania) will be maintained? It is hoped not and that the upgrading and implantation of a coordinated SWS will prevent the need for the continued staging of trucks and that eventually the successes of other East African Border Posts such as Busia and Malaba will impact on this border station.

g) The Future of Truck Parks at Nakonde/Tunduma

The current facilities at the multiple private truck parks on both sides is totally inadequate and unacceptable to expect drivers to live under these conditions for more than a day. There is no security and many of these informal truck parks are not fenced and are just open strips of ground alongside the national road leaving them open to criminal activities. Many do not have proper ablution facilities and those that do are in appalling conditions and unsuitable for human use. These truck parks charge +/- \$1.50 per day for drivers to park for little or no services. The survey suggests that there will always be a need for truck parks at border posts however, they should meet a minimum standard and be accredited or rated for their facilities provided to give the driver/transporters options as to where best to secure the load/truck and for the safety and health of the driver.

h) Nakonde Central Processing Centre (CPC)

The function of CPC is similar to that of the DPC (Data Processing Centres) in Kampala, Dar es Salaam and Nairobi except that they are localised and each border post in Zambia has its own CPC. They are responsible for the processing of all declarations for imports, exports and transits through Nakonde, they have staff of 5 operating one shift per day from 08:00 to 21:00 or 13 hours. They receive +/- 1000 entries per day for processing, but clearly cannot cope with the current volumes and this is the reason that Customs processing is in excess of 48 hours or two days at this border station.

There is also a closed-door policy meaning that they are not open to queries from clearing agents, importers and exporters. This makes it very difficult to get answers for the delays incurred at the Verification Yard on assessments which is adding 2-3 days onto border crossing times into Zambia for imports. It is strongly recommended that the operating hours of CPC are extended to 24 hours with three 8 hour shifts to enable

CPC to cope with the current volumes and improve the Customs processing times at Nakonde.

6.4 Border Crossings Commercial Passenger Vehicles – Tunduma

There is no commercial passenger traffic arriving at the border at present; there is however, provision in the new OSBP development for this type of traffic and will become a reality once the OSBP is operational. Only traffic counts for private traveller and passenger traffic was recorded during this survey and there are separate bus lanes and adequate parking facilities to accommodate any anticipated future traffic volumes.

6.5 Border Crossings by Passengers and Travellers – Nakonde

Only traffic counts for private traveller and passenger traffic was recorded during this survey, but there are separate lanes adequate parking facilities provided in the OSBP development to accommodate any anticipated future traffic volumes.

7. OBSERVATIONS AND COMMENTS

It is clear from the User Satisfaction responses which recorded an overall level of satisfaction at 58% at Nakonde and only 48% at Tunduma that users are currently unhappy with number of issues at the border. There is also a need to review the challenges raised by border agency officials in the stakeholder interviews as described in the Stakeholder matrix.

There are some concerns around the Processing Times; Toilet Facilities M/F; Gender Searches; Warehouse Facilities at the border; Lack of Parking; Disabled Facilities. It must also be noted that the current parking arrangements are totally unacceptable, potentially disastrous due to the total congestion, lack of security, and total unavailability of any emergency services in the event of fire.

It was unclear from the Community Survey what the perceptions of the communities on both sides were regarding the proposed OSBP development. However, it would appear from the lack of responses to comments in the survey that they were not well informed about the development as only 37% of respondents on the Zambia side and 35% on the Tanzania side had any knowledge of the new OSBP development.

It is very clear from the issues raised in Section 6.3 that there is grave reason for concern regarding the current procedures. It is imperative that these are dealt in the implementation of the OSBP as they will have serious impacts on the overall efficiency of the operation. If they are not addressed prior to implementation of the OSBP they will negate the benefits from the development. Resolution of the issues will require serious consultation between the two Revenue Authorities TRA and ZRA to thrash out their differences and deal with the challenges raised in this report, before the OSBP becomes fully operational. The effectiveness of the negotiated solutions will be measured in the impact survey due later this year.

The very high border crossing times in both directions offer a major opportunity here for successful innovations to improve efficiency and to emulate the successes of other OSBP's in the EAC region. There is no doubt that an 80% reduction in border crossing times can be achieved at Nakonde/Tunduma. The incentives of high level trade facilitation, cost reduction and border efficiency should be seen as objectives for both Revenue Authorities to work towards.

Annexure A - Stakeholder Interview Assessment Form



Station name: _____

1. What is the approximate number of SAD/ declarations (per week) at the border post?

Import	Export	Transit-in*	Transit-out*
_____	_____	_____	_____

2. Number of informal trader entries per week _____
3. Number of staff employed in Customs operations (includes staff employed in processing Customs entries, examinations, entry and exit gates, etc.) _____

Number of staff employed in enforcement and other duties _____

4. Is the Customs clearance system automated?
5. If yes, what system is being used?
6. Number of staff employed by Other Government Agencies (OGA's) located at the border control area?

Immigration	_____
Agriculture	_____
Veterinary	_____
Health	_____
Standards	_____
Food & Drugs	_____
Police	_____
Environmental agency	_____
Others (specify)	_____

7. Are OGA's operations automated? (*tick where applicable*)

Immigration	_____
Agriculture	_____
Veterinary	_____
Health	_____
Standards	_____
Food & Drugs	_____
Police	_____
Environmental agency	_____
President's office	_____
Others (<i>specify</i>)	_____

8. Number of clearing agents located at the station? _____

9. Office opening and closing times of the station:

from _____ to _____

10. Office opening & closing time of the adjacent country station:

from _____ to _____

11. Is Customs opening hours in tandem with other Government Agencies?

12. Is Customs opening hours in tandem with adjacent Customs?

13. Number of inbound trucks per week: _____

14. Number of outbound trucks per week: _____

15. Number of private vehicles (*including commercial passenger vehicles such as buses*)
inbound per week: _____

16. Number of private vehicles (*including commercial passenger vehicles such as buses*)
outbound per week: _____

17. Are lanes for private vehicles and commercial trucks separate:

Yes _____ No _____

Annexure B - Stakeholder Interview/Questionnaire

[illegible]

Annexure C - User Satisfaction Survey Capture Form (digital format)

CROSS-BORDER USER SATISFACTION QUESTIONNAIRE

Rev 4 20-8-2016






DEMOGRAPHIC		Categories and Scoring							User Response	
1	What is your gender?	Male 1	Female 2						1	
2	What age category do you fall under?	>21 1	22-34 2	35-44 3	45-54 4	55-64 5	65+ 6	Decline 7	2	
3	What is your nationality?	Ugandan 1	Kenyan 2	Tanzanian 3	Rwandan 4	Burundian 5	Zambian 6	Other (Please specify) 7	3	
4	What category of border user best describes you in relation to any transactions you do carry out at the border post?	Traveller or passenger 1	Registered Trader 2	Informal trader 3	Clearing agent 4	Truck driver 5				4
5	If you are a trader, how many years have you been in business/trading?	One - six months 1	Six months - one year 2	One - two years 3	Two - four years 4	Over five years 5				5
6	How often do you cross the border?	Several Times per Day 1	Daily 2	Weekly 3	Monthly 4	Infrequently 5				6

Annexure D - Community Survey Capture Form (digital format)

Community Survey Auto Master 10-6-2017

	Gender	Male	Female									No.	Mark
1		1	2									1	
	Occupation	Manufacture	Agriculture	Transport Passengers	Transport Goods	Government	Services	Banking Forex	Border Agent	Hospitality	Other (specify)		
2		1	2	3	4	5	6	7	8	9	10	2	
	Border Usage	Import-Export	Warehousing	Personal Travel	Passenger transport	Goods transport							
3		1	2	3	4	5						3	
	Goods Categories	Foodstuffs	Textiles and clothing	Agric. Produce	Mach. Appliance	Business supplies							
4		1	2	3	4	5						4	
	Any impact of OSBP	Yes	No										
5		1	2									5	

Annexure E - Form 1A: Traffic Count / O&D Survey Commercial Vehicles (digital format)

FORM 1 A: Traffic Count Commercial Vehicles														
Border Station:										Date:				
Survey Time Period:				Start:		Finish:		Weather Conditions:		Rainy	Cloudy	Clear		
Count Time or Queue Time	Entry Time	Vehicle Registration No:	Transporter Nationality	Vehicle Type					Origin	Destination	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

☰
New Form 1A Entry
⋮

Entry Time SET

Count/Queue Time SET

Barcode SCAN

Nationality of Vehicle ▼

Vehicle Type Containerized Truck.. ▼

Origin From _____

Destination To _____

Commodity _____

Cargo Origin _____

Tonnage _____

Customs Regime Single Customs Terr.. ▼

DONE
SAVE
DISCARD

Annexure F - Form 1B: Time Survey for Commercial Vehicles

FORM 1 B: Time Survey Commercial Vehicles						
Border Station:			Date:			
Survey Time Period:	Start:	Finish:	Weather Conditions:	Rainy	Cloudy	Clear
Vehicle Registration No:	Entry Time	Submission to Customs	Inspection in:	Inspection out:	Release Order	Gate Out (Departure)

New Form 1B Entry

Barcode **SCAN**

Entry Time **SET**

Entry Date **SET**

Submission to Customs **SET**

Submission Date **SET**

Inspection in **SET**

Inspection in Date **SET**

Inspection out **SET**






Inspection out Date **SET**

Release Order **SET**

Release Date **SET**

DONE **SAVE** **DISCARD**

Annexure G - Form 1C: Gate out Register (digital format)

FORM 1 C: Gate out Register						
Border Station:			Date:			
Survey Time	Start:	Finish:	Weather Conditions:	Rainy	Cloudy	Clear
Period:						
Vehicle Registration No:	Vehicle Type					Gate Out (Departure) Time
	 Containerized Truck 1 x 40' or 2 x 20'	 Fuel Tanker	 Break Bulk	 Medium Truck	 Light Truck	

New Form 1C Entry

Barcode

SCAN

Vehicle Type

Gate Out







SET

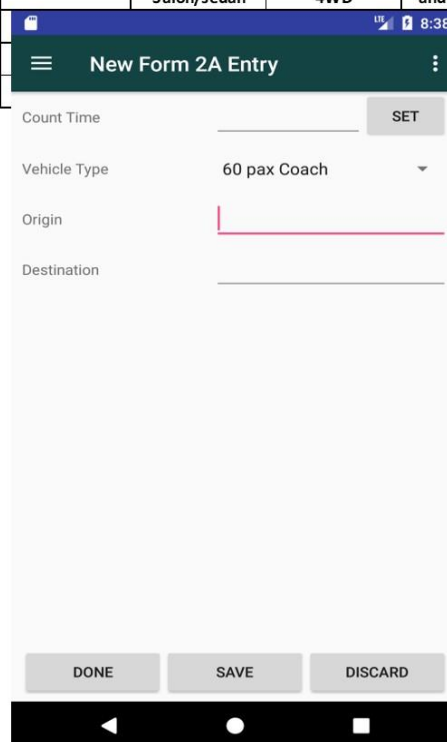
DONE

SAVE

DISCARD

Annexure H - Form 2A: Passenger Traffic Count and O&D Survey (digital format)

FORM 2 A: Passenger Traffic Count and OD survey						
Border Station:				Date:		
Survey Time Period:		Start:	Finish:	Weather Conditions:	Rainy	Cloudy
					Clear	
Data on Buses (Coach, Coaster, Minibus):				Passenger Vehicles (Tally):		
Count Time	Bus category (Tick)			Origin	Destination	
	 Coach- 60 pax	 Coaster- 30 pax	 Minibus- 14 pax	From	To	
						 Salon/sedan
						 4WD
						 Pickup (all light and medium)



Annexure I – User Satisfaction Surveys

Nakonde-Tunduma Border Posts 4 June 2018 – 8 June 2018

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 User Satisfaction Survey questionnaire is shown in Appendix A.

The questionnaire on both sides of the border at Nakonde and Tunduma 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 some 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.

After each set of survey tables there is table of user comments.

The results of the “stakeholder” (officials) interviews with different departments at the border are shown in tables after the User survey tables for each side of the border.

The survey results for Nakonde border post are shown first, followed by the results for Tunduma.

User Satisfaction Survey: Nakonde

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	10	13%	6	10%	4	27%
22-34	28	37%	21	34%	7	47%
35-44	22	29%	19	31%	3	20%
45-54	15	20%	14	23%	1	7%
55-64	1	1%	1	2%	0	0%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 20% of users are between the ages of 45-54 years, 29% said 35-44 and 37% said 22-34.

Males: 31% said 35-44 and 34% said 22-34,

Females: 20% said 35-44, 27% said >21 and 47% said 22-34.

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	1	1%	1	2%	0	0%
Kenyan	1	1%	0	0%	1	7%
Tanzanian	28	37%	23	38%	5	33%
Rwandan	0	0%	0	0%	0	0%
Burundian	0	0%	0	0%	0	0%
Zambian	45	59%	36	59%	9	60%
Other	1	1%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 37% said their nationality is Tanzanian and 59% said they are Zambian.

Males: 38% said they are Tanzanian and 59% said Zambian.

Females: 33% said Tanzanian and 60% said Zambian.

Border User	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	5	7%	3	5%	2	13%
Clearing Agents	5	7%	2	3%	3	20%
Truck Driver	7	9%	5	8%	2	13%
Informal Trader	35	46%	28	46%	7	47%
Other	11	14%	11	18%	0	0%
Passenger	9	12%	9	15%	0	0%
Registered Trader	2	3%	2	3%	0	0%
Transporter	2	3%	1	2%	1	7%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 12% said they were passengers at the OSBP, 14% said other and 46% said they were informal traders.

Males: 15% said they were passengers at the OSBP, 18% said other and 46% said they were informal traders.

Females: 13% said that they were border officials, 20% said they were clearing agents and 47% said informal traders.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	6	8%	2	3%	4	31%
Six Months - One Year	6	8%	5	9%	1	8%
One - Two Years	5	7%	3	5%	2	15%
Two - Four Years	21	30%	19	33%	2	15%
Over Five Years	33	46%	29	50%	4	31%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	71		58		13	

Total: 8% of respondents said that they have spent one-six months in business, 30% said two-four years and 46% said over five years.

Males: 33% said two-four years in business and 50% said over five years.

Females: 31% said that one-six months and 31% said that over five years.

Cross times Frequency	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	17	22%	13	21%	4	27%
2 Hours	32	42%	28	46%	4	27%
5 Hours	7	9%	6	10%	1	7%
12 Hours	14	18%	11	18%	3	20%
1 Day	6	8%	3	5%	3	20%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 18% said their cross time is 12 hours, 22% said 1 hour and 42% 2 hours.

Males: 18% said their cross time is 12 hours, 21% said 1 hour and 46% 2 hours.

Females: 20% said 1 day, 27% said 1 hour and 27% said 2 hours.

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	12	16%	9	15%	3	20%
Taxi	2	3%	2	3%	0	0%
Bus	4	5%	2	3%	2	13%
Motorbike	2	3%	2	3%	0	0%
Bicycle	0	0%	0	0%	0	0%
Truck	12	16%	12	20%	0	0%
Walk	41	55%	31	53%	10	67%
Other (Please specify)	1	1%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	74		59		15	

Total: 16% said they travelled by car, 16% said by truck and 55% said they walked.

Males: 15% said car, 20% said truck and 53% said walk.

Females: 13% said by bus, 20% said by car and 67% said they walked.

Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	18	24%	12	20%	6	40%
\$100	13	17%	11	18%	2	13%
\$500	11	14%	10	16%	1	7%
\$5000	1	1%	0	0%	1	7%
Other	5	7%	5	8%	0	0%
Millions	6	8%	6	10%	0	0%
Not known	22	29%	17	28%	5	33%
N/A	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 17% said their transaction values summed to \$100, 24% said \$50 and 29% said not known.

Males: 18% said \$100, 20% said \$50 and 28% said not known.

Females: 13% said \$100, 33% said not known and 40% said \$50.

Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	65	86%	54	89%	11	73%
Have changed route	7	9%	5	8%	2	13%
Previous route	4	5%	2	3%	2	13%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 5% said they still use the previous route, 9% said have changed route and 89% always use this one.

Males: 8% said have changed route and 89% said always use this one.

Females: 13% said previous route and 73% said always use this one.

Change Route	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	17	23%	14	24%	3	20%
Shorter	16	22%	13	22%	3	20%
Quicker	5	7%	4	7%	1	7%
Better Roads	2	3%	2	3%	0	0%
Other Reason	34	46%	26	44%	8	53%
No Response	0	0%	0	0%	0	0%
	74		59		15	

Total: 22% said they changed route because it is quicker, 23% said more convenient and 46% said other reason.

Males: 22% said route is more shorter, 24% said more convenient and 44% said other reason.

Females: 20% said more convenient, 20% said shorter and 53% said other reason.

What is different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	12	16%	9	15%	3	20%
Less Delay	31	42%	27	46%	4	27%
Reduce Cost	8	11%	6	10%	2	13%
Simpler Procedures	9	12%	6	10%	3	20%
All of the Foregoing	14	19%	11	19%	3	20%
No Response	0	0%	0	0%	0	0%
	74		59		15	

Total: 16% said the difference in OSBP is quicker processing, 19% said all of the foregoing and 42% said less delay.

Males: 15% said quicker processing, 19% said all of foregoing and 46% said less delay.

Females: 13% said reduce cost, 20% said simpler procedures and 27% said less delay.

Informed of changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	30	39%	27	44%	3	20%
No	32	42%	21	34%	11	73%
Not Sure	14	18%	13	21%	1	7%
	76		61		15	

Total: 42% said they were not informed of change and 39% said yes.

Males: 44% said yes and 34% said no.

Females: 73% said no and 20% said yes.

What savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	32	43%	30	51%	2	13%
Reduced transaction costs	14	19%	11	19%	3	20%
Overall time saving	8	11%	6	10%	2	13%
Increased trade	16	22%	10	17%	6	40%
Reduced import costs	1	1%	1	2%	0	0%
Other	3	4%	1	2%	2	13%
No Response	0	0%	0	0%	0	0%
	74		59		15	

Total: 19% said their saving is reduced transaction costs, 22% said increased trade and 43% said less delay.

Males: 17% said increased trade, 19% said reduced transaction costs and 51% said less delays.

Females: 13% said overall time saving, 20% said reduced transaction costs and 40% said increased trade.

Time-start transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	23	32%	16	28%	7	47%
2 Hour	10	14%	9	16%	1	7%
5 Hour	2	3%	2	4%	0	0%
12 Hour	4	6%	3	5%	1	7%
1 Day	7	10%	5	9%	2	13%
2 Days	4	6%	4	7%	0	0%
No Answer	22	31%	18	32%	4	27%
	72		57		15	

Total: 14% said 2 hours, 21% give no answer and 32% said 1 hour.

Males: 16% said 2 hours, 28% said 1 hour and 32% said no answer.

Females: 13% said 1 day, 27% said no answer and 47% said 1 hour.

Table 14

	Total		Male		Female	
	No.	%	No.	%	No.	%
Reasons for delays						
Agent Delay	9	12%	8	14%	1	7%
Documents from Authority	35	47%	27	46%	8	53%
Bank clearance	1	1%	1	2%	0	0%
Process delay	6	8%	5	8%	1	7%
Officials waiting for bribes	3	4%	1	2%	2	13%
Vehicle Problems	8	11%	7	12%	1	7%
Other	12	16%	10	17%	2	13%
No Response	0	0%	0	0%	0	0%
	74		59		15	

Total: 12% said due to agent delay, 16% said other and 47% said documents from authority.

Males: 14% said agent delay, 17% said other and 46% said documents from authority.

Females: 13% said officials waiting for bribes, 13% said other and 53% said documents from authority.

Table 15

	Total		Male		Female	
	No.	%	No.	%	No.	%
New procedures						
Single Inspections	9	12%	8	13%	1	7%
Better Parking	6	8%	6	10%	0	0%
Faster Processing	8	11%	7	11%	1	7%
Less Corruption	21	28%	19	31%	2	13%
Better facilities	31	41%	20	33%	11	73%
Other	1	1%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 12% said single inspections as new procedure at OSBP, 28% said less corruption and 41% said better facilities.

Males: 13% said single inspections, 31% said less corruption and 33% said better facilities.

Females: 7% said faster processing, 13% said less corruption and 73% said better facilities.

Table 16

	Total		Male		Female	
	No.	%	No.	%	No.	%
Harassment						
Verbal Abuse	1	1%	1	2%	0	0%
Requests for Bribe	8	11%	5	8%	3	20%
Service delayed for bribe	11	14%	10	16%	1	7%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	1	1%	1	2%	0	0%
Service Refusal	0	0%	0	0%	0	0%
Other	55	72%	44	72%	11	73%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 11% said experience harassment in form of requests for bribe, 14% said service delayed for bribe and 72% said other (not specified).

Males: 8% said requests for bribes, 16% said service delayed for bribe and 72% said other.

Females: 20% said requests for bribe and 73% said other.

Table 17

	Total		Male		Female	
	No.	%	No.	%	No.	%
Neg impact for Girls						
Lack of Facilities	9	12%	7	11%	2	13%
Crowding	9	12%	7	11%	2	13%
Queuing conflicts	6	8%	5	8%	1	7%
Toilet Facilities	2	3%	2	3%	0	0%
Lack of Seating	20	26%	16	26%	4	27%
Other	28	37%	22	36%	6	40%
None	2	3%	2	3%	0	0%
	76		61		15	

Total: 12% said crowding is a negative impact for girls, 26% said lack of seating and 37% said other.

Males: 11% said lack of facilities, 26% said lack of seating and 36% said other.

Females: 13% said crowding, 27% said lack of seating and 40% said other(not specified).

Table 18

	Total		Male		Female	
	No.	%	No.	%	No.	%
Corruption						
No Change	42	55%	33	54%	9	60%
Reduced Opportunity for Bribes	20	26%	15	25%	5	33%
More open transactions	10	13%	9	15%	1	7%
Better System	3	4%	3	5%	0	0%
Combined Inspections	0	0%	0	0%	0	0%
Other	1	1%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 13% said there are more open transactions so reduced corruption , 26% said reduced opportunity for bribes and 55% said no change.

Males: 15% said more open transactions, 25% said reduced opportunity for bribes and 54% said no change.

Females: 33% said reduced opportunity for bribes and 60% said no change.

Table 19

	Total		Male		Female	
	No.	%	No.	%	No.	%
Most significant change						
Less Delays	34	45%	29	48%	5	33%
Simpler Procedures	14	18%	10	16%	4	27%
Better Facilities	18	24%	12	20%	6	40%
More parking	1	1%	1	2%	0	0%
Faster Processing	5	7%	5	8%	0	0%
Other	4	5%	4	7%	0	0%
No Response	0	0%	0	0%	0	0%
	76		61		15	

Total: 18% said the most significant change is that there is simpler procedures, 24% said better facilities and 45% said less delay.

Males: 16% said simpler procedures, 20% said better facilities and 48% said less delays.

Females: 27% said simpler procedures, 33% said less delays and 40% said better facilities.

Table 20

	Total			Male			Female		
	No.		%	No.		%	No.		%
Central location									
Very satisfied	13			13			0		
Satisfied	52	65	92%	42	55	95%	10	10	77%
Neutral	4	4	6%	2	2	3%	2	2	15%
Dissatisfied	2			1			1		
Very Dissatisfied	0	2	3%	0	1	2%	0	1	8%
Total	71			58			13		

Total: 6% showed to be neutral on the centre location and 92% said satisfied.

Males: 3% said neutral and 95% said satisfied.

Females: 77% satisfied and 15% said neutral.

Table 21

	Total			Male			Female		
	No.		%	No.		%	No.		%
Joint Examination									
Very satisfied	5			5			0		
Satisfied	41	46	70%	35	40	74%	6	6	50%
Neutral	15	15	23%	10	10	19%	5	5	42%
Dissatisfied	4			4			0		
Very Dissatisfied	1	5	8%	0	4	7%	1	1	8%
	66			54			12		

Total: 8% of users were dissatisfied, 23% said to be neutral and 70% said satisfied.

Males: 7% said dissatisfied, 19% said neutral and 74% satisfied.

Females: 42% said neutral and 50% said satisfied.

Table 22

	Total			Male			Female		
	No.		%	No.		%	No.		%
Decreased time									
Very satisfied	6			5			1		
Satisfied	26	32	45%	23	28	48%	3	4	31%
Neutral	25	25	35%	23	23	40%	2	2	15%
Dissatisfied	13			7			6		
Very Dissatisfied	1	14	20%	0	7	12%	1	7	54%
	71			58			13		

Total: 20% said dissatisfied, 35% said neutral and 45% said satisfied.

Males: 12% said dissatisfied, 15% said neutral and 48% said satisfied.

Females: 54% said dissatisfied and 31% said satisfied.

Table 23

	Total			Male			Female		
	No.		%	No.		%	No.		%
Security +/-									
Very satisfied	7			6			1		
Satisfied	54	61	80%	43	49	80%	11	12	80%
Neutral	3	3	4%	3	3	5%	0	0	0%
Dissatisfied	12			9			3		
Very Dissatisfied	0	12	16%	0	9	15%	0	3	20%
	76			61			15		

Total: 16% said dissatisfied and 80% said satisfied.

Males: 15% said dissatisfied and 80% said satisfied.

Females: 20% said dissatisfied and 80% said satirised.

Table 24

	Total			Male			Female		
	No.		%	No.		%	No.		%
Search-gender									
Very satisfied	1			1			0		
Satisfied	13	14	22%	12	13	25%	1	1	8%
Neutral	35	35	55%	32	32	63%	3	3	23%
Dissatisfied	14			6			8		
Very Dissatisfied	1	15	23%	0	6	12%	1	9	69%
	64			51			13		

Total: 23% said dissatisfied with the search by gender and 55% said to be neutral.

Males: 25% said satisfied and 63% said neutral.

Females: 23% said neutral and 69% said dissatisfied.

Table 25

	Total			Male			Female		
	No.		%	No.		%	No.		%
Maintenance									
Very satisfied	4			3			1		
Satisfied	56	60	82%	44	47	80%	12	13	93%
Neutral	7	7	10%	7	7	12%	0	0	0%
Dissatisfied	6			5			1		
Very Dissatisfied	0	6	8%	0	5	8%	0	1	7%
	73			59			14		

Total: 8% said dissatisfaction and 82% said satisfied.

Males: 8% said dissatisfied and 80% said satisfaction.

Females: 93% said satisfied.

Table 26

	Total			Male			Female		
	No.		%	No.		%	No.		%
Cleanliness									
Very satisfied	5			3			2		
Satisfied	57	62	84%	48	51	85%	9	11	79%
Neutral	9	9	12%	7	7	12%	2	2	14%
Dissatisfied	3			2			1		
Very Dissatisfied	0	3	4%	0	2	3%	0	1	7%
	74			60			14		

Total: 4% said dissatisfied and 84% said satisfied.

Males: 3% said dissatisfied and 85% said satisfied.

Females: 7% said dissatisfied and 79% said satisfied.

Table 27

	Total			Male			Female		
	No.		%	No.		%	No.		%
Toilets -M/F									
Very satisfied	30			27			3		
Satisfied	33	63	86%	24	51	88%	9	12	80%
Neutral	5	5	7%	3	3	5%	2	2	13%
Dissatisfied	4			4			0		
Very Dissatisfied	1	5	7%	0	4	7%	1	1	7%
	73			58			15		

Total: 86% said satisfied and 7% said satisfied.

Males: 7% said dissatisfied and 88% said satisfied.

Females: 80% said satisfied and 13% said neutral.

Table 28	Total						Male			Female			Total: 27% said satisfied and 61% said dissatisfied. Males: 31% said satisfied and 54% said dissatisfied. Females: 92% said dissatisfied.
Warehouse	No.		%	No.		%	No.		%				
Very satisfied	5	17	27%	5	16	31%	0	1	8%				
Satisfied	12			11			1						
Neutral	8	8	13%	8	8	15%	0	0	0%				
Dissatisfied	33	39	61%	24	28	54%	9	11	92%				
Very Dissatisfied	6			4			2						
	64			52			12						

Table 29	Total						Male			Female			Total: 13% said neutral and 79% said satisfied. Males: 10% said dissatisfied and 78% said satisfied. Females: 86% said satisfied.
Signage	No.		%	No.		%	No.		%				
Very satisfied	4	57	79%	2	45	78%	2	12	86%				
Satisfied	53			43			10						
Neutral	9	9	13%	7	7	12%	2	2	14%				
Dissatisfied	6	6	8%	6	6	10%	0	0	0%				
Very Dissatisfied	0			0			0						
	72			58			14						

Table 30	Total						Male			Female			Total: 21% said satisfied and 71% said dissatisfied. Males: 23% said satisfied and 63% said dissatisfied. Females: 8% said satisfied and 85% said dissatisfied.
Parking	No.		%	No.		%	No.		%				
Very satisfied	6	15	21%	6	14	23%	0	1	8%				
Satisfied	9			8			1						
Neutral	6	6	8%	5	5	8%	1	1	8%				
Dissatisfied	28	52	71%	23	41	68%	5	11	85%				
Very Dissatisfied	24			18			6						
	73			60			13						

Table 31	Total						Male			Female			Total: 23% said dissatisfied and 62% said satisfied. Males: 19% said dissatisfied and 66% said satisfied. Females: 38% said dissatisfied and 46% said satisfied.
Separation of Pass/goods	No.		%	No.		%	No.		%				
Very satisfied	4	41	62%	4	35	66%	0	6	46%				
Satisfied	37			31			6						
Neutral	10	10	15%	8	8	15%	2	2	15%				
Dissatisfied	12	15	23%	9	10	19%	3	5	38%				
Very Dissatisfied	3			1			2						
	66			53			13						

Table 32	Total						Male			Female			Total: 28% said satisfied and 61% said dissatisfied. Males: 31% said satisfied and 58% said dissatisfied. Females: 14% said satisfied and 71% said dissatisfied.
HIV signs	No.		%	No.		%	No.		%				
Very satisfied	8	19	28%	8	17	31%	0	2	14%				
Satisfied	11			9			2						
Neutral	8	8	12%	6	6	11%	2	2	14%				
Dissatisfied	36	42	61%	26	32	58%	10	10	71%				
Very Dissatisfied	6			6			0						
	69			55			14						

Table 33	Total						Male			Female			Total: 13% said neutral and 57% said dissatisfied. Males: 10% said neutral and 55% said dissatisfied. Females: 25% said neutral and 67% said dissatisfied.
Disabled facilities	No.		%	No.		%	No.		%				
Very satisfied	4	19	30%	4	18	35%	0	1	8%				
Satisfied	15			14			1						
Neutral	8	8	13%	5	5	10%	3	3	25%				
Dissatisfied	31	36	57%	25	28	55%	6	8	67%				
Very Dissatisfied	5			3			2						
	63			51			12						

Table 34	Total						Male			Female			Total: 26% said neutral and 61% said satisfied. Males: 24% said neutral and 64% said satisfied. Females: 33% said neutral and 47% said satisfied.
Overall level of satisfaction	No.		%	No.		%	No.		%				
Very satisfied	9	45	61%	9	38	64%	0	7	47%				
Satisfied	36			29			7						
Neutral	19	19	26%	14	14	24%	5	5	33%				
Dissatisfied	8	10	14%	6	7	12%	2	3	20%				
Very Dissatisfied	2			1			1						
	74			59			15						

Overall Average :Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	92%	95%	77%
Joint Examination	70%	74%	50%
Decreased time	45%	48%	31%
Security	80%	80%	80%
Search -gender	22%	25%	8%
Maintenance	82%	80%	93%
Cleanliness	84%	85%	79%
Toilets -M/F	86%	88%	80%
Warehouse	27%	31%	8%
Signage	79%	78%	86%
Parking	21%	23%	8%
Separation of . Pass/goods	62%	66%	46%
HIV Signage	28%	31%	14%
Disabled facilities	30%	35%	8%
Overall level of satisfaction	61%	64%	47%
Average Score (%)	58%	60%	48%

Total scoring for all respondents resulted in an overall score of 58%

Males scored 60%

Females scored 48%

Legend

	70-100
	50-70
	0-50

Overall Average : Dissatisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	3%	2%	8%
Joint Examination	8%	7%	8%
Decreased time	20%	12%	54%
Security	16%	15%	20%
Search -gender	23%	12%	69%
Maintenance	8%	8%	7%
Cleanliness	4%	3%	7%
Toilets -M/F	7%	7%	7%
Warehouse	61%	54%	92%
Signage	8%	10%	0%
Parking	71%	68%	85%
Separation of . Pass/goods	23%	19%	38%
HIV Signage	61%	58%	71%
Disabled facilities	57%	55%	67%
Overall level of satisfaction	14%	12%	20%
Average Score (%)	26%	23%	37%

Total scoring for all respondents resulted in an overall dissatisfaction was 26%.

Males scored 23%.

Females scored 37%.

Legend

	70-100
	50-70
	0-50

Nakonde Border User Comments

Infrastructure	The road is too small to be used by truck drivers and other cars. The system is kind of slow and poor on the Zambian side, so they need to change it to a much better and faster system. Cars coming from Dar es Salaam take too long to cross over because the Zambian documents are delayed.
Service	Improvement on the efficiency of Asycuda system. I as an agent am bothered that the system is poor and slow. It takes too much time for us to complete our clearance procedures. Improvement on the efficiency of Asycuda system. The system is poor and slow. It takes too much time for us to complete our clearance procedures. Officers bring services down because they demand for a little amount of money example jump short is the money given to officers for the process to be completed. Hence corruption is still going on. Too many delays due to the fact that officers require a certain amount of the process to be completed.
Facilities	The things am not satisfied with are that there are too much road blocks from the Zambian side. Small and bad parking yards with no toilets and bathrooms in Tanzania. No enough parking yards. The things am not satisfied with are that there are too much road blocks from the Zambian side and bad parking yards with no toilets and bathrooms in Tanzania. No enough parking yards. For Tanzania and Kazungula border in Zambia there are no toilets and some police officers at the road blocks are too stubborn.
Business	The company supposed to simplify the trade procedure due to cross over the goods from one country to another in order to simplify sharing the trade.

Stakeholder Observations Matrix: Nakonde

These are the comments and observations received from the officials in different departments in the initial stakeholder interviews at the start of the border survey.

the border survey.

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	R.T.S.A.	8	08:00am	21:00	13 hrs	1	8	13 hrs	Yes	0	Collection of Revenue for tolls and road service licence, enforcement of compliance of all vehicles entering into Zambia, responsible for training and issuing of licences within the country.	Language barrier can be an issue, different customs can cause disagreements and misunderstandings.
2	Zambia Medicines Regulatory Agency	4	08:00	17:00	9 hrs	1	4	9 hrs	No	0	Inspection of all medicines and medical related substances entering into the country, verification of all items and clearance of medical substances	Porous border, no real communication between the border sides
3	Zambia Revenue Authority	62	06:00	06:00	24hrs	2	15 (Office staff 5 per day during Office	12 hrs (8 for office staff)	Yes	5	To check what is entering and exiting the country, issuing of declaratiouns and assessments	Asycuda can be an issue, non compliance from some people, staff shaortage, not enough parking
4	Zambia Bureau of Standards	12	05:00 (08:00 office staff)	05:00 (17:00 for office staff)	24 hrs	2 for officers at the checkpoints 1 for office staff	1	12 hrs for officers at checkpoint 8 for office staff	No	0	Enforcement of all compulsory laws	Wrongly itemised goods can be slip under the radar
5	Nakonde Interpol	3	08:00	17:00	9 hrs	1	one on duty two off	9 hrs	no but as of hand over 5	after hand over 2	Investigation of activities, including crime prevention, motor vehicle clearance, prevention of stolen goods entering the country	Connectivity can be an issue, lack of proper training, lack of onsite experts, general awareness of procedures to cross the border
6	Zambia Department of Health	4	06:00	06:00	24 hrs	2	2	12 hrs	yes	14	Screening of travellers, food safety, drug related safety, provide health information on the country assistance with health issues	Clinic is needed to provide travellers with needed medications, healthcare. Certificates must be issued at the border, no transport, inadequate equipment, no testing equipment
7	Zambia Immigration	80	6:00 AM	06:00	24 hrs	3 on 1 off	19	8 hrs	No	0	Facilitation of entry and exit of all individuals using the border	Extremely porous border, connectivity can be an issue

User Satisfaction Survey: Tunduma

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	3	8%	3	9%	0	0%
22-34	16	40%	11	34%	5	63%
35-44	15	38%	12	38%	3	38%
45-54	5	13%	5	16%	0	0%
55-64	1	3%	1	3%	0	0%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 13% of users are between the ages of 45-54 years, 38% said 35-44 and 40% said 22-34.

Males: 38% said 35-44 and 34% said 22-34,

Females: 38% said 35-44 and 63% said 22-34,

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	0	0%	0	0%	0	0%
Kenyan	0	0%	0	0%	0	0%
Tanzanian	40	100%	32	100%	8	100%
Rwandan	0	0%	0	0%	0	0%
Burundian	0	0%	0	0%	0	0%
Zambian	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 100% of users were Tanzanian.

Border User	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	1	3%	0	0%	1	13%
Clearing Agents	4	10%	2	6%	2	25%
Truck Driver	1	3%	1	3%	0	0%
Informal Trader	19	48%	15	47%	4	50%
Other	10	25%	9	28%	1	13%
Passenger	2	5%	2	6%	0	0%
Registered Trader	2	5%	2	6%	0	0%
Transporter	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 10% said they used the OSBP because they were clearing agents, 25% said other and 48% said they were informal traders.

Males: 28% said other (not specified) and 47% said informal traders.

Females: 13% said they were border officials, 25% said clearing agents and 50% said informal traders.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	1	3%	1	3%	0	0%
Six Months - One Year	7	18%	6	19%	1	13%
One - Two Years	6	15%	3	9%	3	38%
Two - Four Years	12	30%	10	31%	2	25%
Over Five Years	14	35%	12	38%	2	25%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 18% said their trader years are between six months-one year, 20% said two-four years and 35% said over five years.

Males: 31% said two-four years and 38% said over five years.

Females: 25% said two-four years, 25% said over five years and 38% said one-two years.

Cross times Frequency	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	9	23%	8	25%	1	13%
2 Hours	15	38%	12	38%	3	38%
5 Hours	3	8%	1	3%	2	25%
12 Hours	11	28%	9	28%	2	25%
1 Day	2	5%	2	6%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 23% said their cross time was 1 hour, 28% said 12 hours and 38% said 2 hours.

Males: 25% said their cross time was 1 hour, 28% said 12 hours and 38% said 2 hours.

Females: 25% said 5 hours, 25% said 12 hours and 38% said 2 hours.

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	2	5%	2	6%	0	0%
Taxi	2	5%	0	0%	2	25%
Bus	1	3%	0	0%	1	13%
Motorbike	0	0%	0	0%	0	0%
Bicycle	1	3%	1	3%	0	0%
Truck	10	25%	9	28%	1	13%
Walk	22	55%	18	56%	4	50%
Other (Please specify)	2	5%	2	6%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 5% of users said they travelled by car, 25% said truck and 55% said they walked.

Males: 6% said car, 28% said truck and 56% said walk.

Females: 13% said by bus, 25% said taxi and 50% said they walked.

Table 7	Total		Male		Female	
Transaction Value			No.	%	No.	%
\$50	4	10%	4	13%	0	0%
\$100	7	18%	6	19%	1	13%
\$500	4	10%	2	6%	2	25%
\$5000	5	13%	4	13%	1	13%
Other	0	0%	0	0%	0	0%
Millions	3	8%	1	3%	2	25%
Not known	17	43%	15	47%	2	25%
N/A	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 13% said their transaction values summed to \$5000, 18% said \$100 and 43% said not known.

Males: 13% said \$50, 19% said \$100 and 47% said not known.

Females: 25% said \$500, 25% said millions and 33% said not known.

Table 8	Total		Male		Female	
Routes			No.	%	No.	%
Always use this one	39	98%	32	100%	7	88%
Have changed route	1	3%	0	0%	1	13%
Previous route	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 3% said have changed their route and 98% said they always use this one.

Males: 100% said they always use this route.

Females: 13% said they changed route and 88% said always use this one.

Table 9	Total		Male		Female	
Change Route			No.	%	No.	%
More convenient	1	3%	0	0%	1	13%
Shorter	2	5%	2	6%	0	0%
Quicker	2	5%	1	3%	1	13%
Better Roads	0	0%	0	0%	0	0%
Other Reason	34	87%	28	90%	6	75%
No Response	0	0%	0	0%	0	0%
	39		31		8	

Total: 5% said they changed route due to this being shorter, 5% said it is quicker and 87% said other reasons.

Males: 6% said shorter and 90% said other reason.

Females: 13% said more convenient and 75% said other reason.

Table 10	Total		Male		Female	
What is different			No.	%	No.	%
Quicker Processing	7	18%	6	19%	1	13%
Less Delay	11	28%	8	25%	3	38%
Reduce Cost	1	3%	1	3%	0	0%
Simpler Procedures	13	33%	10	31%	3	38%
All of the Foregoing	8	20%	7	22%	1	13%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 20% said all of the foregoing, 33% said simpler procedure and 28% said less delay.

Males: 22% said all of the foregoing, 31% said simpler procedures and 25% said less delay.

Females: 13% said all of the foregoing, 38% said less delay and 38% said simpler procedures.

Table 11	Total		Male		Female	
Informed of changes			No.	%	No.	%
Yes	10	25%	9	28%	1	13%
No	26	65%	20	63%	6	75%
Not Sure	4	10%	3	9%	1	13%
	40		32		8	

Total: 10% said not sure, 25% said yes and 65% said no to being informed of change.

Males: 28% said yes and 63% said no.

Females: 75% said no and 13% said they were not sure.

Table 12	Total		Male		Female	
What savings			No.	%	No.	%
Less Delays	9	23%	9	28%	0	0%
Reduced transaction costs	3	8%	3	9%	0	0%
Overall time saving	4	10%	4	13%	0	0%
Increased trade	18	45%	10	31%	8	100%
Reduced import costs	2	5%	2	6%	0	0%
Other	4	10%	4	13%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 10% said overall time saving, 23% said less delay and 45% said increased trade.

Males: 13% said overall time saving, 28% said less delay and 31% said increased trade.

Females: 100% said increased trade.

Table 13	Total		Male		Female	
Time-start transaction			No.	%	No.	%
1 Hour	16	42%	12	40%	4	50%
2 Hour	3	8%	3	10%	0	0%
5 Hour	1	3%	1	3%	0	0%
12 Hour	0	0%	0	0%	0	0%
1 Day	0	0%	0	0%	0	0%
2 Days	7	18%	5	17%	2	25%
No Answer	11	29%	9	30%	2	25%
	38		30		8	

Total: 18% said 2 days, 29% gave no answer and 42% said 1 hour.

Males: 17% said 2 days, 30% said no answer and 40% said 1 hour.

Females: 25% said 2 days, 25% said no answer and 50% said 1 hour.

Table 14	Total		Male		Female	
Reasons for delays			No.	%	No.	%
Agent Delay	0	0%	0	0%	0	0%
Documents from Authority	15	38%	11	34%	4	50%
Bank clearance	2	5%	2	6%	0	0%
Process delay	10	25%	7	22%	3	38%
Officials waiting for bribes	0	0%	0	0%	0	0%
Vehicle Problems	6	15%	6	19%	0	0%
Other	7	18%	6	19%	1	13%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 18% said other as reason for delay, 25% said process delay and 38% said documents from authority.

Males: 19% said vehicle problems, 22% said process delay and 34% said documents from authority.

Females: 38% said process delay and 50% said documents from authority.

Table 15	Total		Male		Female	
New procedures			No.	%	No.	%
Single Inspections	6	15%	5	16%	1	13%
Better Parking	0	0%	0	0%	0	0%
Faster Processing	10	25%	10	31%	0	0%
Less Corruption	3	8%	3	9%	0	0%
Better facilities	11	28%	7	22%	4	50%
Other	10	25%	7	22%	3	38%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 25% said faster processing is new procedure, 25% said other and 28% said better facilities.

Males: 22% said better facilities, 22% said other and 31% said faster processing.

Females: 13% said single inspection, 38% said other and 50% said better facilities.

Table 16	Total		Male		Female	
Harassment			No.	%	No.	%
Verbal Abuse	3	8%	3	10%	0	0%
Requests for Bribe	0	0%	0	0%	0	0%
Service delayed for bribe	0	0%	0	0%	0	0%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	0	0%	0	0%	0	0%
Service Refusal	0	0%	0	0%	0	0%
Other	36	92%	28	90%	8	100%
No Response	0	0%	0	0%	0	0%
	39		31		8	

Total: 8% said they have experienced harassment with verbal abuse and 92% said other (not specified).

Males: 10% said verbal abuse and 90% said other.

Females: 100% said other.

Table 17	Total		Male		Female	
Neg impact for Girls	No.	%	No.	%	No.	%
Lack of Facilities	1	3%	1	3%	0	0%
Crowding	1	3%	1	3%	0	0%
Queuing conflicts	3	8%	3	9%	0	0%
Toilet Facilities	9	23%	6	19%	3	38%
Lack of Seating	10	25%	6	19%	4	50%
Other	15	38%	14	44%	1	13%
None	1	3%	1	3%	0	0%
	40		32		8	

Total: 23% said negative impact for girls was toilet facilities, 25% said lack of seating and 38% said other.

Males: 19% said negative impact for girls was toilet facilities, 19% said lack of seating and 44% said other.

Females: 38% said negative impact for girls was toilet facilities, 50% said lack of seating and 13% said other

Table 18	Total		Male		Female	
Corruption	No.	%	No.	%	No.	%
No Change	19	48%	14	44%	5	63%
Reduced Opportunity for Bribes	10	25%	8	25%	2	25%
More open transactions	10	25%	9	28%	1	13%
Better System	0	0%	0	0%	0	0%
Combined Inspections	0	0%	0	0%	0	0%
Other	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 25% said more open transactions, 48% said no change in corruption and 25% said reduced opportunity for bribes.

Males: 28% said more open transactions, 44% said no change in corruption and 25% said reduced opportunity for bribes.

Females: 13% said more open transactions, 63% said no change in corruption and 25% said reduced opportunity for bribes.

Table 19	Total		Male		Female	
Most significant change	No.	%	No.	%	No.	%
Less Delays	9	23%	7	22%	2	25%
Simpler Procedures	19	48%	15	47%	4	50%
Better Facilities	4	10%	3	9%	1	13%
More parking	0	0%	0	0%	0	0%
Faster Processing	5	13%	5	16%	0	0%
Other	3	8%	2	6%	1	13%
No Response	0	0%	0	0%	0	0%
	40		32		8	

Total: 13% said the most significant change is that there is faster processing, 23% said less delay and 48% said simpler procedures.

Males: 16% said faster processing, 22% said less delays and 47% said simpler procedures.

Females: 13% said better facilities, 50% said simpler procedures and 25% said less delays.

Table 20

	Total			Male			Female		
	No.		%	No.		%	No.		%
Central location									
Very satisfied	10			7			3		
Satisfied	30	40	100%	25	32	100%	5	8	100%
Neutral	0	0	0%	0	0	0%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
Total	40			32			8		

Total: 100% showed satisfaction on the centre location.

Table 21

	Total			Male			Female		
	No.		%	No.		%	No.		%
Joint Examination									
Very satisfied	2			2			0		
Satisfied	34	36	92%	27	29	94%	7	7	88%
Neutral	3	3	8%	2	2	6%	1	1	13%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	39			31			8		

Total: 8% said to be neutral and 92% were satisfied.

Males: 6% said neutral and 94% satisfied.

Females: 13% said neutral and 88% said satisfied.

Table 22

	Total			Male			Female		
	No.		%	No.		%	No.		%
Decreased time									
Very satisfied	0			0			0		
Satisfied	5	5	14%	5	5	18%	0	0	0%
Neutral	25	25	71%	19	19	68%	6	6	86%
Dissatisfied	3			3			0		
Very Dissatisfied	2	5	14%	1	4	14%	1	1	14%
	35			28			7		

Total: 14% said dissatisfied, 71% said neutral and 14% said satisfied.

Males: 14% said dissatisfied, 68% said neutral and 18% said satisfied.

Females: 14% said dissatisfied and 86% said to be neutral.

Table 23

	Total			Male			Female		
	No.		%	No.		%	No.		%
Security +/-									
Very satisfied	2			2			0		
Satisfied	27	29	73%	21	23	72%	6	6	75%
Neutral	10	10	25%	8	8	25%	2	2	25%
Dissatisfied	0			0			0		
Very Dissatisfied	1	1	3%	1	1	3%	0	0	0%
	40			32			8		

Total: 3% said dissatisfied and 73% said satisfied.

Males: 3% said dissatisfied and 72% said satisfied.

Females: 25% said neutral and 75% said satirised.

Table 24

	Total			Male			Female		
	No.		%	No.		%	No.		%
Search -gender									
Very satisfied	0			0			0		
Satisfied	0	0	0%	0	0	0%	0	0	0%
Neutral	17	17	74%	15	15	79%	2	2	50%
Dissatisfied	6			4			2		
Very Dissatisfied	0	6	26%	0	4	21%	0	2	50%
	23			19			4		

Total: 26% said dissatisfied with the search by gender and 74% said to be neutral.

Males: 21% said dissatisfied and 79% said neutral.

Females: 50% said neutral and 50% said dissatisfied.

Table 25

	Total			Male			Female		
	No.		%	No.		%	No.		%
Maintenance									
Very satisfied	0			0			0		
Satisfied	35	35	90%	27	27	87%	8	8	100%
Neutral	3	3	8%	3	3	10%	0	0	0%
Dissatisfied	1			1			0		
Very Dissatisfied	0	1	3%	0	1	3%	0	0	0%
	39			31			8		

Total: 8% said neutral and 90% said satisfied.

Males: 10% said neutral and 87% said satisfaction.

Females: 100% said satisfied.

Table 26

	Total			Male			Female		
	No.		%	No.		%	No.		%
Cleanliness									
Very satisfied	0			0			0		
Satisfied	30	30	79%	23	23	77%	7	7	88%
Neutral	8	8	21%	7	7	23%	1	1	13%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	38			30			8		

Total: 21% said neutral and 79% said satisfied.

Males: 23% said neutral and 77% said satisfied.

Females: 13% said neutral and 88% said satisfied.

Table 27

	Total			Male			Female		
	No.		%	No.		%	No.		%
Toilets -M/F									
Very satisfied	2			1			1		
Satisfied	13	15	38%	13	14	44%	0	1	14%
Neutral	4	4	10%	3	3	9%	1	1	14%
Dissatisfied	3			2			1		
Very Dissatisfied	17	20	51%	13	15	47%	4	5	71%
	39			32			7		

Total: 38% said satisfied and 51% said dissatisfied.

Males: 47% said dissatisfied and 44% said satisfaction.

Females: 71% said dissatisfied.

Table 28	Total			Male			Female		
Warehouse	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	7	7	22%	5	5	20%	2	2	29%
Neutral	10	10	31%	6	6	24%	4	4	57%
Dissatisfied	14			13			1		
Very Dissatisfied	1	15	47%	1	14	56%	0	1	14%
	32			25			7		

Total: 22% said satisfied and 47% said dissatisfied.

Males: 20% said satisfied and 56% said dissatisfied.

Females: 59% said neutral.

Table 29	Total			Male			Female		
Signage	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	26	26	72%	24	24	80%	2	2	33%
Neutral	6	6	17%	4	4	13%	2	2	33%
Dissatisfied	4			2			2		
Very Dissatisfied	0	4	11%	0	2	7%	0	2	33%
	36			30			6		

Total: 17% said neutral and 72% said satisfied.

Males: 7% said dissatisfied and 80% said satisfied.

Females: 33% said satisfied.

Table 30	Total			Male			Female		
Parking	No.		%	No.		%	No.		%
Very satisfied	1			0			1		
Satisfied	0	1	3%	0	0	0%	0	1	13%
Neutral	0	0	0%	0	0	0%	0	0	0%
Dissatisfied	3			2			1		
Very Dissatisfied	36	39	98%	30	32	100%	6	7	88%
	40			32			8		

Total: 3% said satisfied and 98% said dissatisfied.

Males: 100% said dissatisfied.

Females: 13% said satisfied and 88% said dissatisfied.

Table 31	Total			Male			Female		
Separation of Pass/goods	No.		%	No.		%	No.		%
Very satisfied	1			1			0		
Satisfied	23	24	69%	18	19	68%	5	5	71%
Neutral	5	5	14%	4	4	14%	1	1	14%
Dissatisfied	4			4			0		
Very Dissatisfied	2	6	17%	1	5	18%	1	1	14%
	35			28			7		

Total: 17% said dissatisfied and 69% said satisfied.

Males: 18% said dissatisfied and 68% said satisfied.

Females: 14% said dissatisfied and 71% said satisfied.

Table 32	Total			Male			Female		
HIV signs	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	7	7	19%	7	7	23%	0	0	0%
Neutral	7	7	19%	6	6	20%	1	1	17%
Dissatisfied	15			11			4		
Very Dissatisfied	7	22	61%	6	17	57%	1	5	83%
	36			30			6		

Total: 19% said satisfied and 61% said dissatisfied.

Males: 23% said satisfied and 68% said dissatisfied.

Females: 17% said neutral and 83% said dissatisfied.

Table 33	Total			Male			Female		
Disabled facilities	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	2	2	6%	2	2	8%	0	0	0%
Neutral	9	9	27%	6	6	24%	3	3	38%
Dissatisfied	13			11			2		
Very Dissatisfied	9	22	67%	6	17	68%	3	5	63%
	33			25			8		

Total: 27% said neutral and 67% said dissatisfied.

Males: 24% said neutral and 68% said dissatisfied.

Females: 38% said neutral and 63% said dissatisfied.

Table 34	Total			Male			Female		
Overall level of satisfaction	No.		%	No.		%	No.		%
Very satisfied	2			2			0		
Satisfied	15	17	43%	13	15	47%	2	2	25%
Neutral	10	10	25%	7	7	22%	3	3	38%
Dissatisfied	8			5			3		
Very Dissatisfied	5	13	33%	5	10	31%	0	3	38%
	40			32			8		

Total: 25% said neutral and 43% said satisfied.

Males: 22% said neutral and 47% said satisfied.

Females: 38% said neutral and 25% said satisfied.

Overall Average :Satisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	100%	100%	100%
Joint Examination	92%	94%	88%
Decreased time	14%	18%	0%
Security	73%	72%	75%
Search -gender	0%	0%	0%
Maintenance	90%	87%	100%
Cleanliness	79%	77%	88%
Toilets -M/F	38%	44%	14%
Warehouse	22%	20%	29%
Signage	72%	80%	33%
Parking	3%	0%	13%
Separation of . Pass/goods	69%	68%	71%
HIV Signage	19%	23%	0%
Disabled facilities	6%	8%	0%
Overall level of satisfaction	43%	47%	25%
Average Score (%)	48%	49%	42%

Total scoring for all respondents resulted in an overall score of 48%

Males scored 49%

Females scored 42%

Legend

	70-100
	50-70
	0-50

Overall Average : Dissatisfaction

	Total	Male	Female
Parameter	%	%	%
Centralised Operations	0%	0%	0%
Joint Examination	0%	0%	0%
Decreased time	14%	14%	14%
Security	3%	3%	0%
Search -gender	26%	21%	50%
Maintenance	3%	3%	0%
Cleanliness	0%	0%	0%
Toilets -M/F	51%	47%	71%
Warehouse	47%	56%	14%
Signage	11%	7%	33%
Parking	98%	100%	88%
Separation of . Pass/goods	17%	18%	14%
HIV Signage	61%	57%	83%
Disabled facilities	67%	68%	63%
Overall level of satisfaction	33%	31%	38%
Average Score (%)	29%	28%	31%

Total scoring for all respondents resulted in an overall dissatisfaction was 29%.

Males scored 28%.

Females scored 31%.

Legend

	70-100
	50-70
	0-50

Tunduma Border User Comments

Infrastructure	The road is small
Service	<p>Process delayed, and documents been delayed from authority. Delaying documents from officials. The system is still poor and slow at times. There is an improvement in some areas. The system is a problem especially on weekends. It's so poor and slow it takes too much time to complete a transaction. Process is delayed because of poor system. it takes more than two days to complete a transaction. So, help us on the system. Not very satisfied the system is still poor and slow. No enough parking space for trucks and other vehicles. Lack of toilets and enough parking space for trucks. Lack of toilets. Not enough parking space and lack of toilets. Lack of toilets and enough parking space.</p>
Corruption	<p>Too much corruption on both sides. Process delayed, no toilets, too much corruption operating in both countries and documents been delayed from authority. The system is slow, lack of toilet facilities and no changes on corruption.</p>
Facilities	<p>In Tanzania specifically at the border we have no enough parking space for our trucks and there are no toilets. Not enough Parking space for trucks and too much corruption operating in both countries. Not really satisfied especially on toilets and parking yards. There is not enough parking space for trucks and no toilets not even for some other workers. Not enough spaces to park trucks. The parking space is not enough. Not enough space at the border and lack of toilets for both gentlemen and ladies. Not enough space for trucks and the system is too slow.</p>

Stakeholder Observations Matrix: Tunduma

These are the comments and observations received from the officials in different departments in the initial stakeholder interviews at the start of the border survey.

	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	Tanzania Immigration	30	19:00	19:00	24 hrs	2	5 officers on each side	day shift 13 hrs night shift 11 hrs	Yes	5 to 10	Facilitation of movement of people across the border, facilitation of rail past Tazara	No reliable electricity, pourous border, staff shortages, different country laws
2	Tanzania Government Chemist	3	07:00am	17:00	10 hrs	1	2	10 hrs	Yes	4	Verification and inspection of chemicals crossing the border, issuing of chemical permits, driver education on border procedures	Lack of driver education on chemical transportation, lack of safe parking, vehicles are confined at weighbridges, agents lack of knowledge,labs have to be shared with three other Govermental Agencies, lack of scanning equipment
3	Tanzania Police	200 with the town and the border	06:00	06:00am	24 hrs	3	50	6 hrs day shidt 12 hrs night shift	No	0	Maintaining security around the customs area, inspecting cargoes of passengers, protection of various agencies at the border, clearing of traffic jams	Lack of offices at the border, no area for dogs, lack of computer equipment
4	Tanzania Port Health	6	07:00	07:00	24 hrs	2	3	12 hrs	Yes	4	Vaccinations of people crossing the border, disease control, importation of corpses, examination of trucks being suspicious before crossing the border	No isolation facility, no reliable transport, staff shortage, lack of water, testing kits or fumigation facilities
5	Tanzania Revenue Authority	63	06:00	06:00	24 hrs	2	16	12 hrs	Yes	25	Facilitation of all goods entering or exiting the country, inspections and the issuing of Declarations	Porous border, connectivity, lack of sustainable electricity, no staff accomodation. Staff shortage

Annexure J – Community Survey Report

Executive Summary

The Time and Traffic survey was performed at the Nakonde - Tunduma border to assess the effectiveness of the current operations prior to the implementation of the OSBP processes. As a part of the overall survey and assessment process a community survey was done from 4 to 10 June 2018 to establish the current situation and awareness of the OSBP development and what impact it might have on the local communities on the Zambian and Tanzanian sides of the border.

The survey of community members on both sides of the Nakonde - Tunduma Border gives some insights into the perceptions of the border community. A total of 35 people were interviewed on the Nakonde side and 20 people on the Tunduma side to obtain responses to the questionnaire which has 17 specific questions about aspects of the possible impacts of the OSBP on the local communities. The questionnaire is shown in Appendix A.

Some positives and negatives from the Community were as follows:

Community Survey:

Nakonde:

NAKONDE COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	34%	Good Service Levels	61%	Poor Service Levels	16%
Reduced Business	31%	Improved Time	10%	Increased Time	32%
Time saving	6%	Growth	19%	No Growth	23%
New Business Development	9%	Service & Time	0%	Poor Service & Increased Time	6%
Increased Population	6%	Service & Growth	0%	Poor Service & No Growth	0%
Other	14%	Other	10%	Other	23%
	100%		100%		100%

Tunduma:

TUNDUMA COMMUNITY SURVEY					
Perceived Impacts of the OSBP Development	% Score	Positives	% Score	Negatives	% Score
Improved Business	60%	Good Service Levels	35%	Poor Service Levels	50%
Reduced Business	0%	Improved Time	10%	Increased Time	19%
Time saving	0%	Growth	20%	No Growth	6%
New Business Development	10%	Service & Time	20%	Poor Service & Increased Time	6%
Increased Population	20%	Service & Growth	5%	Poor Service & No Growth	0%
Other	10%	Other	10%	Other	19%
	100%		100%		100%

1. Background

Nick Porée and Associates (NP&A) in partnership with Transport Logistics Consulting (TLC) was commissioned by TMEA, to perform the surveys of the Nakonde - Tunduma border to assess the effectiveness of the current operations at this stage and the perceived impacts of the development the OSBP. As a part of the overall survey and assessment process the consultant was required to perform a survey to establish the perceived impacts of the OSBP development on the local communities on the Zambia and Tanzania sides of the border.

This Border Community Survey Report provides analysis of the border community survey performed on both sides of the Nakonde - Tunduma border between 4 to 10 June 2018

The following pictures show the relationship between the border post and the surrounding communities in both countries.

Figure 1: Location of Nakonde/Tunduma Border Posts



Figure 2: Location of Nakonde Border Post

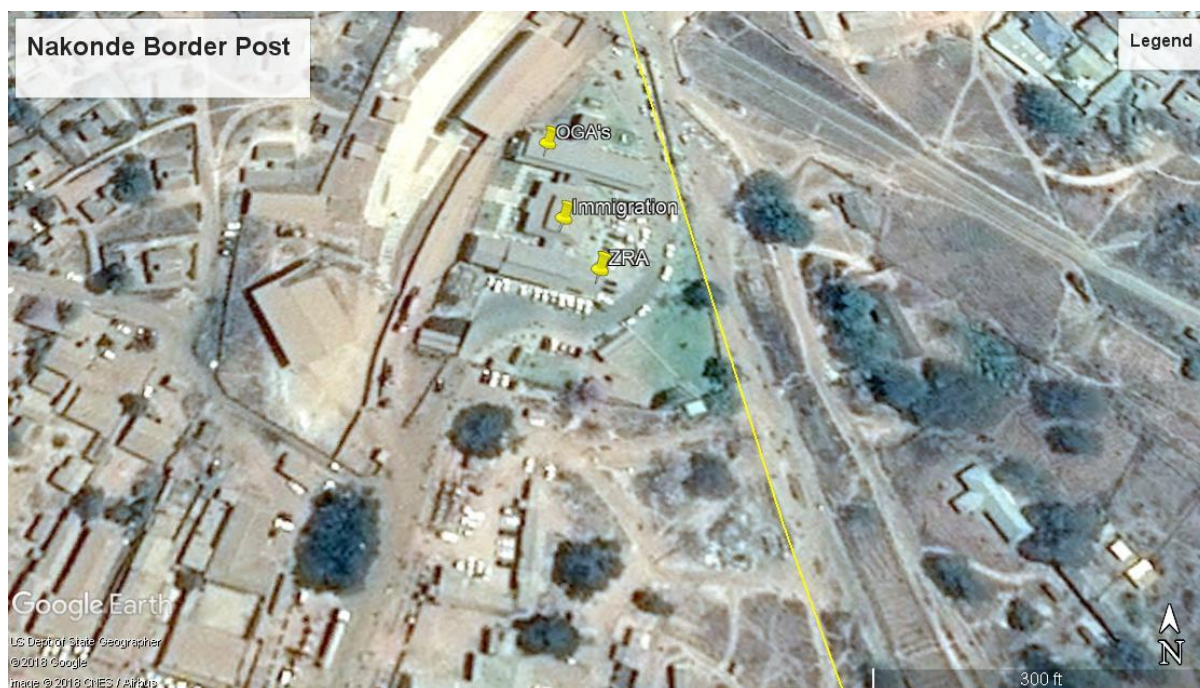
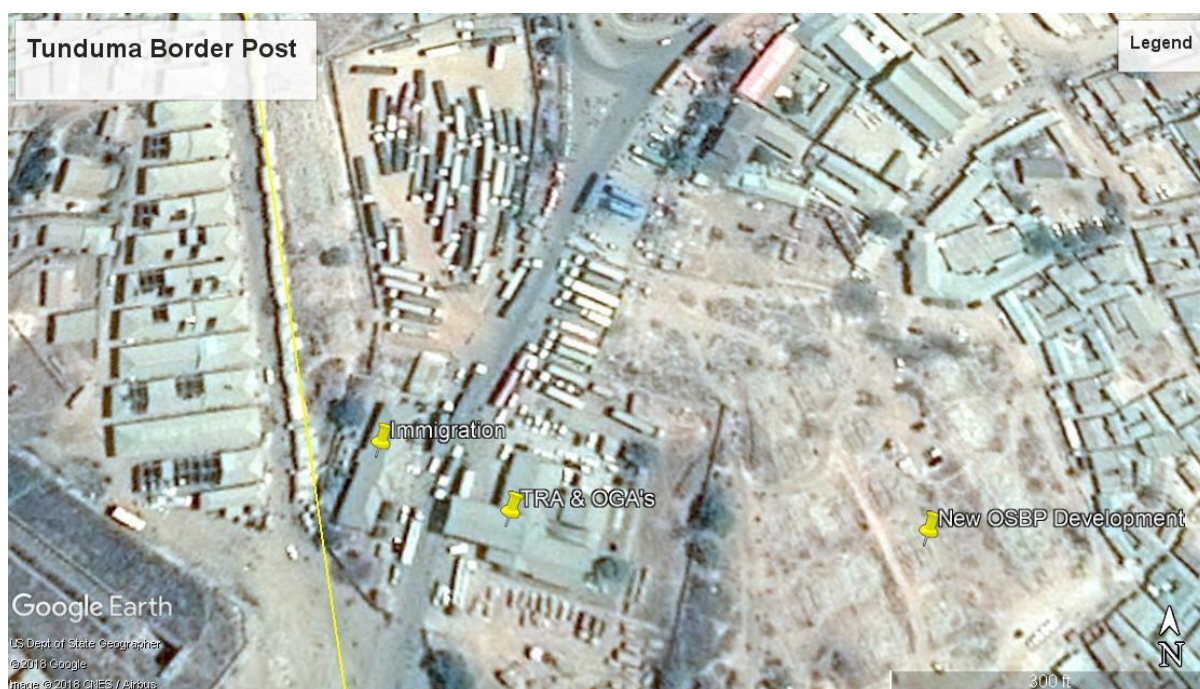


Figure 3: Location of Tunduma Border Post



2. Survey Methodology

The Community Surveys were performed by locally recruited surveyors, who received training and instruction from the Field Managers on site at Nakonde/Tunduma border. The surveyors were selected for their local knowledge and command of English and Swahili. They used pro-forma questionnaires / interview guides (shown in Appendix A) to perform structured

interviews with numbers of local business and community members. The responses were entered into the pre-programmed tablets.

The results from the field survey questionnaire / interview guides were then transferred to marker sheets as a validation and verification process to ensure that the data capture process did not replicate errors and omissions from the field returns.

The questions (14-17) which requested ad hoc comments and suggestions from community members were processed separately and are recorded as lists of random verbatim comments in this report. The survey recorded responses from 35 people on the Nakonde side and 20 people on the Tunduma side of the border. The survey results are shown in the following sections of this report.

3. Border Community Survey – Nakonde

Question 1 – Gender

Response	All	%	Males	%	Females	%
Gender	35	100%	21	60%	13	37%

Out of 35 respondents there were 21 males and 13 females.

Question 2 – Occupation: Business Category

Response	All	%	Males	%	Females	%
Manufacturing	0	0%	0	0%	0	0%
Agriculture	4	12%	0	0%	4	29%
Transport Passengers	4	12%	4	20%	0	0%
Transport Goods	2	6%	2	10%	0	0%
Government	2	6%	2	10%	0	0%
Services	2	6%	1	5%	1	7%
Banking & Forex	0	0%	0	0%	0	0%
Border Agent	2	6%	1	5%	1	7%
Hospitality	1	3%	0	0%	1	7%
Other (Specify)	17	50%	10	50%	7	50%
Total	34		20		14	

Total: 12% said their occupation was in agriculture, 12% said transport passengers and 50% said other (not specified). Males: 10% said transport goods, 20% said transport passengers and 50% said other. Females: 7% said services, 29% said agriculture and 50% said other.

Question 3 – Business Nature

Response	All	%	Males	%	Females	%
Manufacturing	0	0%	0	0%	0	0%
Production/Process	2	6%	0	0%	2	14%
Agriculture	2	6%	0	0%	2	14%
Government	2	6%	2	10%	0	0%
Transport Goods	2	6%	2	10%	0	0%
Retail/Wholesale	10	29%	6	29%	4	29%
Services	2	6%	1	5%	1	7%
Hospitality	2	6%	0	0%	2	14%
Transport Passengers	4	11%	4	19%	0	0%
Other (specify)	9	26%	6	29%	3	21%
Total	35		21		14	

Total: 11% said their business nature was to transport passengers, 26% said other and 29% said retail/wholesale. Males: 19% said transport passengers, 29% said other and 29% said retail/wholesale. Females: 14% said production/process, 21% said other and 29% said retail/wholesale.

Question 4 – Border Usage

Response	All	%	Males	%	Females	%
Import-Export	10	29%	4	19%	6	46%
Warehousing	0	0%	0	0%	0	0%
Personal Travel	6	18%	2	10%	4	31%
Passenger Transport	4	12%	4	19%	0	0%
Goods Transport	10	29%	8	38%	2	15%
Other	4	12%	3	14%	1	8%
Total	34		21		13	

Total: 18% said reason for border usage was personal travel, 29% said import-export and 29% said goods transport. Males: 19% said import-export, 19% said passenger transport and 38% said goods transport. Females: 15% said goods transport, 31% said personal travel and 46% said import-export.

Question 5 – Goods Category

Response	All	%	Males	%	Females	%
Foodstuffs	2	8%	1	7%	1	9%
Textiles and Clothing	1	4%	1	7%	0	0%
Agric. Produce	3	12%	0	0%	3	27%
Machines & Appliances	2	8%	1	7%	1	9%
Business Supplies	7	28%	4	29%	3	27%
Other	10	40%	7	50%	3	27%
Total	25		14		11	

Total: 12% said their goods category was agricultural produce, 28% said business supplies and 40% said other. Males: 7% said foodstuff, 29% said business supplies and 50% said other. Females: 27% said other, 27% said business supplies and 27% said agricultural produce.

Question 6 – Are There Any Perceived Impacts of the OSBP Development

Response	All	%	Males	%	Females	%
YES	15	43%	12	57%	3	21%
NO	20	57%	9	43%	11	79%
Total	35		21		14	

Total: 43% yes. Males: 57% said yes. Females: 21% said yes.

Question 7 – If so, what Impacts?

Response	All	%	Males	%	Females	%
Improved Business	12	34%	7	33%	5	36%
Reduced Business	11	31%	7	33%	4	29%
Time saving	2	6%	1	5%	1	7%
New Business Development	3	9%	3	14%	0	0%
Increased Population	2	6%	1	5%	1	7%
Other	5	14%	2	10%	3	21%
None of these Impacts	0	0%	0	0%	0	0%
Total	35		21		14	

Total: 9% said new business development is a possible impact, 31% said reduced business and 34% said improved business. Males: 14% said new business development, 33% said improved business and 33% said reduced business. Females: 36% said improved business.

Question 8 – Is there likely to be a Population Increase?

Response	All	%	Males	%	Females	%
YES	29	85%	19	90%	10	77%
NO	5	15%	2	10%	3	23%
Total	34		21		13	

Total: 85% said yes, they expect an increase in population. Males: 90% said yes. Females: 77% said yes.

Question 9 – Is there likely to be a Population Increase?

Response	All	%	Males	%	Females	%
<500	10	30%	6	30%	4	31%
500-1000	19	58%	12	60%	7	54%
1000 +	4	12%	2	10%	2	15%
Total	33		20		13	

Total: 30% said a population increase of <500 and 58% said 500-1000. Males: 60% said 500-1000 and 30% said <500. Females: 45% said 500-1000 and 31% <500.

Question 10 – If more business; how many more Customs Trade Agents

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	1	14%	1	17%	0	0%
50-100	4	57%	4	67%	0	0%
100 +	2	29%	1	17%	1	100%
Total	7		6		1	

Total: 14% said 20-50 more customs trade agents, 29% said 100+ and 57% said 50-100. Males: 17% said 20-50, 17% said 100+ and 67% said 50-100. Females: 1 respondent said 100+.

Question 11 – If more business; how many more Transporters

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	1	17%	1	50%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	1	17%	0	0%	1	25%
50-100	0	0%	0	0%	0	0%
100 +	4	67%	1	50%	3	75%
Total	6		2		4	

Total: 1 respondent said 5-10 more transporters, 1 respondent and 4% said 100+. Males: 1 respondent 5-10 and 1 respondent said 100+. Females: 1 respondent said 20-50 and 3 respondents said 100+.

Question 12 - If more business; how many more Hotels & Guest Houses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	0		0		0	

There was no response to this question.

Question 13 – If more business; how many more Forex Businesses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	0		0		0	

There was no response to this question.

Question 14 – If more business; how many more Shops

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	6	86%	2	100%	4	80%
100 +	1	14%	0	0%	1	20%
Total	7		2		5	

Total: 1 respondent said 100+ more shops and 6 respondents said 50-100. Males: 2 respondents said 50-100. Females: 1 respondent said 100+ and 4 respondents said 50-100.

Question 15 - If more business; how many more "Other" businesses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	0		0		0	

There was no response to this question.

Question 16 – Expected Positive Features of the OSBP

Response	All	%	Males	%	Females	%
Good Service Levels	19	61%	10	56%	9	69%
Improved Time	3	10%	1	6%	2	15%
Growth	6	19%	5	28%	1	8%
Service & Time	0	0%	0	0%	0	0%
Service and Growth	0	0%	0	0%	0	0%
Other (Specify)	3	10%	2	11%	1	8%
Total	31		18		13	

Total: 10% said that improved time is a positive feature, 19% said growth and 61% said good service levels. Males: 28% said growth and 56% said good service levels. Females: 15% said improved time and 69% said good device levels.

Question 17 – Possible Negative Features of the OSBP

Response	All	%	Males	%	Females	%
Poor Service Levels	5	16%	3	17%	2	15%
Increased Time	10	32%	4	22%	6	46%
No Growth	7	23%	4	22%	3	23%
Poor Service and Increased Time	2	6%	1	6%	1	8%
Poor Service and No Growth	0	0%	0	0%	0	0%
Other (Specify)	7	23%	6	33%	1	8%
Total	31		18		13	

Total: 23% said no growth would be a negative feature and 32% said increased time. Males: 22% said increased time and 33% said other (not specified). Females: 23% said no growth and 46% said increased time.

Question 18 – Describe Possible Savings from the OSBP

Response	All	%	Males	%	Females	%
Goods Sold	20	57%	9	43%	11	79%
Cost Reduction	2	6%	2	10%	0	0%
Reduced Business costs	10	29%	7	33%	3	21%
Other Specify	3	9%	3	14%	0	0%
Total	35		21		14	

Total: 29% said they expect reduced business cost saving from OSBP and 57% said more goods sold. Males: 33% said reduced business costs and 43% said more goods sold. Females: 79% said more goods sold.

Question 19 – Familiarity with the OSBP Development

Response	All	%	Males	%	Females	%
Very Familiar	4	11%	3	14%	1	7%
Familiar	9	26%	7	33%	2	14%
Limited Knowledge	5	14%	3	14%	2	14%
Unfamiliar	17	49%	8	38%	9	64%
Total	35		21		14	

Total: 26% said they are familiar with the proposed OSBP and 49% said they are unfamiliar. Males: 33% said they are familiar and 38% said they are unfamiliar. Females: 64% said that they are unfamiliar.

Question 20 – In which Media did you hear about the proposed OSBP Development?

Response	All	%	Males	%	Females	%
Community Forum	21	60%	11	52%	10	71%
Radio	4	11%	2	10%	2	14%
Video	1	3%	1	5%	0	0%
Forum plus Radio	0	0%	0	0%	0	0%
All Media	4	11%	2	10%	2	14%
Other	5	14%	5	24%	0	0%
Total	35		21		14	

Total: 11% said they hear about the OSBP development on the radio and 60% said community forum. Males: 24% said other (not specified) and 52% said community forum. Females: 14% said all media and 71% said community forum.

Question 21 – Do you wish to be kept informed in future about the OSBP?

Response	All	%	Males	%	Females	%
YES	34	97%	21	100%	13	93%
NO	1	3%	0	0%	1	7%
Total	35		21		14	

Total: 97% said yes, they wish to be informed and 3% said no. Male: 100% said yes. Female: 93% said yes.

Question 22 – What additional features would you recommend for OSBP?

Males if services are good business would totally increase.
Females

Question 23 – What other information should be provided about the OSBP

Males The road is too bad especially on the Zambian side.
Females

Question 24 – Further Suggestions

Males
Females

Question 25 – Can you suggest other businesses that should be surveyed?

Males
Females

4. Border Community Survey – Tunduma

Question 1 – Gender

Response	All	%	Males	%	Females	%
Gender	20	100%	12	60%	8	40%

Out of 20 respondents surveyed, 12 were male and 8 females.

Question 2 – Occupation: Business Category

Response	All	%	Males	%	Females	%
Manufacturing	0	0%	0	0%	0	0%
Agriculture	4	20%	1	8%	3	38%
Transport Passengers	3	15%	3	25%	0	0%
Transport Goods	3	15%	2	17%	1	13%
Government	1	5%	0	0%	1	13%
Services	1	5%	1	8%	0	0%
Banking & Forex	0	0%	0	0%	0	0%
Border Agent	2	10%	2	17%	0	0%
Hospitality	0	0%	0	0%	0	0%
Other (Specify)	6	30%	3	25%	3	38%
Total	20		12		8	

Total: 15% said their occupation was to transport goods, 20% said agriculture and 30% said other (not specified).

Question 3 – Business Nature

Response	All	%	Males	%	Females	%
Manufacturing	0	0%	0	0%	0	0%
Production/Process	0	0%	0	0%	0	0%
Agriculture	4	20%	1	8%	3	38%
Government	2	10%	1	8%	1	13%
Transport Goods	4	20%	2	17%	2	25%
Retail/Wholesale	1	5%	1	8%	0	0%
Services	1	5%	1	8%	0	0%
Hospitality	0	0%	0	0%	0	0%
Transport Passengers	3	15%	3	25%	0	0%
Other (specify)	5	25%	3	25%	2	25%
Total	20		12		8	

Total: 15% said their business nature was to transport passengers, 20% said agriculture and 25% said other (not specified). Males: 17% said transport goods, 25% said transport passengers and 25% said other. Females: 25% said transport goods, 25% said other and 38% said agriculture.

Question 4 – Border Usage

Response	All	%	Males	%	Females	%
Import-Export	9	45%	6	50%	3	38%
Warehousing	0	0%	0	0%	0	0%
Personal Travel	1	5%	0	0%	1	13%
Passenger Transport	3	15%	3	25%	0	0%
Goods Transport	4	20%	1	8%	3	38%
Other	3	15%	2	17%	1	13%
Total	20		12		8	

Total: 15% said that they used the OSBP for passenger transport, 20% said goods transport and 45% said import-export. Males: 17% said other, 25% said passenger transport and 50% said import-export. Females: 13% said personal travel, 38% said import-export and 38% said goods transport.

Question 5 – Goods Category

Response	All	%	Males	%	Females	%
Foodstuffs	0	0%	0	0%	0	0%
Textiles and Clothing	2	11%	2	18%	0	0%
Agric. Produce	4	22%	1	9%	3	43%
Machines & Appliances	3	17%	1	9%	2	29%
Business Supplies	2	11%	1	9%	1	14%
Other	7	39%	6	55%	1	14%
Total	18		11		7	

Total: 17% said goods category was machines and appliances, 22% said agric. produce and 39% said other. Males: 9% said business supplies, 18% said textiles and clothing and 55% said other. Females: 29% said machine & appliances and 43% said agricultural produce.

Question 6 – Are There Any Perceived Impacts of the OSBP Development

Response	All	%	Males	%	Females	%
YES	10	50%	6	50%	4	50%
NO	10	50%	6	50%	4	50%
Total	20		12		8	

Total: 50% of respondents said yes.

Question 7 – If so, what Impacts?

Response	All	%	Males	%	Females	%
Improved Business	12	60%	7	58%	5	63%
Reduced Business	0	0%	0	0%	0	0%
Time saving	0	0%	0	0%	0	0%
New Business Development	2	10%	1	8%	1	13%
Increased Population	4	20%	3	25%	1	13%
Other	2	10%	1	8%	1	13%
None of these Impacts	0	0%	0	0%	0	0%
Total	20		12		8	

Total: 10% said they were expecting new business developments, 20% said increased population and 60% said improved business. Males: 25% said increased population and 58% improved business. Females: 13% said increased population and 63% improved business.

Question 8 – Is there likely to be a Population Increase?

Response	All	%	Males	%	Females	%
YES	20	100%	12	100%	8	100%
NO	0	0%	0	0%	0	0%
Total	20		12		8	

Total: 100% said yes, they are expecting an increase in population.

Question 9 – If so how much of a Population Increase?

Response	All	%	Males	%	Females	%
<500	6	30%	3	25%	3	38%
500-1000	13	65%	8	67%	5	63%
1000 +	1	5%	1	8%	0	0%
Total	20		12		8	

Total: 30% said an increase of <500 and 65% said 500-1000. Males: 25% said <500 and 67% said 500-1000. Females: 63% said 500-1000.

Question 10 – If more business; how many more Customs Trade Agents

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	1	33%	1	33%	0	0%
50-100	1	33%	1	33%	0	0%
100 +	1	33%	1	33%	0	0%
Total	3		3		0	

Total: 33% said 20-50 more Customs Trade agents and 33% said 50-100 and 33% said 100+. Males: 33% said 20-50, 33% said 50-100 and 33% said 100+. Females: no response.

Question 11 – If more business; how many more Transporters

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	4	44%	2	33%	2	67%
100 +	5	56%	4	67%	1	33%
Total	9		6		3	

Total: 56% said 100 + more transporter and 44% said 50-100. Males: 33% said 50-100 and 67% said 100+. Females: 33% said 100+ and 67% said 50-100.

Question 12 - If more business; how many more Hotels & Guest Houses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	0		0		0	

There was no response to this question.

Question 13 – If more business; how many more Forex Businesses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	1	33%	1	33%	0	0%
20-50	2	67%	2	67%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	3		3		0	

Total: 33% said 10-20 more businesses and 67% said 20-50 more. Males: 33% said 10-20 more businesses and 67% said 20-50. Females: no response.

Question 14 – If more business; how many more Shops

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	1	17%	0	0%	1	20%
10-20	1	17%	0	0%	1	20%
20-50	2	33%	1	100%	1	20%
50-100	1	17%	0	0%	1	20%
100 +	1	17%	0	0%	1	20%
Total	6		1		5	

Total: 33% said 20-50 more shops and 17% said 50-100. Males: 100% said 20-50 more shops. Females: 20% said 50-100 more.

Question 15 - If more business; how many more "Other" businesses

Response	All	%	Males	%	Females	%
0-5	0	0%	0	0%	0	0%
5-10	0	0%	0	0%	0	0%
10-20	0	0%	0	0%	0	0%
20-50	0	0%	0	0%	0	0%
50-100	0	0%	0	0%	0	0%
100 +	0	0%	0	0%	0	0%
Total	0		0		0	

There was no response to this question.

Question 16 – Expected Positive Features of the OSBP

Response	All	%	Males	%	Females	%
Good Service Levels	7	35%	4	33%	3	38%
Improved Time	2	10%	1	8%	1	13%
Growth	4	20%	2	17%	2	25%
Service & Time	4	20%	3	25%	1	13%
Service and Growth	1	5%	0	0%	1	13%
Other (Specify)	2	10%	2	17%	0	0%
Total	20		12		8	

Total: 20% said growth, 20% said service & time and 35% said goods service levels. Males: 25% said service & time and 33% said good service levels. Females: 25% said growth and 38% said good service levels.

Question 17 – Possible Negative Features of the OSBP

Response	All	%	Males	%	Females	%
Poor Service Levels	8	50%	4	44%	4	57%
Increased Time	3	19%	2	22%	1	14%
No Growth	1	6%	1	11%	0	0%
Poor Service and Increased Time	1	6%	1	11%	0	0%
Poor Service and No Growth	0	0%	0	0%	0	0%
Other (Specify)	3	19%	1	11%	2	29%
Total	16		9		7	

Total: 19% said an increase in time and 50% said poor service levels. Males: 22% said increased time and 44% said poor service levels. Females: 29% said other (not specified) and 57% said poor service levels.

Question 18 – Describe Possible Savings from OSBP

Response	All	%	Males	%	Females	%
Goods Sold	5	25%	1	8%	4	50%
Cost Reduction	3	15%	3	25%	0	0%
Reduced Business costs	9	45%	6	50%	3	38%
Other Specify	3	15%	2	17%	1	13%
Total	20		12		8	

Total: 15% said cost reductions, 25% said goods more sold and 45% said reduced business costs. Males: 25% said cost reduction and 50% said reduced business costs. Females: 50% said more goods sold.

Question 19 – Familiarity with the OSBP

Response	All	%	Males	%	Females	%
Very Familiar	1	5%	0	0%	1	13%
Familiar	6	30%	5	42%	1	13%
Limited Knowledge	9	45%	5	42%	4	50%
Unfamiliar	4	20%	2	17%	2	25%
Total	20		12		8	

Total: 30% said they were familiar with the proposed OSBP and 45% said they have limited

knowledge. Males: 42% said they were familiar with OSBP and 42% said they have limited knowledge. Females: 50% said limited knowledge.

Question 20 – In which Media did you hear about the OSBP?

Response	All	%	Males	%	Females	%
Community Forum	8	40%	6	50%	2	25%
Radio	0	0%	0	0%	0	0%
Video	0	0%	0	0%	0	0%
Forum plus Radio	0	0%	0	0%	0	0%
All Media	1	5%	1	8%	0	0%
Other	11	55%	5	42%	6	75%
Total	20		12		8	

Total: 40% said they heard of OSBP from community forum and 55% said other. Males: 42% said other and 50% said community forum. Females: 75% said other and 25% said community forum.

Question 21 – Do you wish to be kept informed in future?

Response	All	%	Males	%	Females	%
YES	20	100%	12	100%	8	100%
NO	0	0%	0	0%	0	0%
Total	20		12		8	

Total: 100% said yes, they wish to be kept informed in future.

Question 22 – What additional features would you recommend for OSBP

Males
Females

Question 23 – What other information should be provided about the OSBP

Males
Females The road is very bad; the Zambian side is the worst.

Question 24 – Further Suggestions

Males
Females

Question 25 – Can you suggest other businesses that should be surveyed?

Males
Females

5. Observations and Conclusions

There is low level of cross-border informal trade at this OSBP, mostly in the technology field, small appliances and second-hand clothing with items such as cell phones, power banks, kettles, irons and jeans being most popular and all from the Tanzania side with no cross-border trade from Zambia to Tanzania. Also, most Zambians working at the border and or staying in Nakonde prefer to shop on the Tanzania side in Tunduma.

As this is a baseline survey and the OSBP is not yet working, it is not clear from the mixed responses what impact the OSBP will have on the local communities of Tunduma and Nakonde. However, it is hoped from past experiences in East Africa it will have a positive spinoff for both communities.

Unfortunately, there was a lack of comments or responses from respondents on both sides of the border to questions 22 - What additional features would you recommend for OSBP? 23 - What other information should be provided about the OSBP? 24 - Further Suggestions. This appears to be largely due the fact that they were not familiar with the proposed new OSBP development and what impact it could have on their communities. This is evident from the fact that only 37% of respondents on the Zambia side and 35% on the Tanzania side had any knowledge of the OSBP development.

5.1 Relative Benefits for border Communities

There are no relative benefits at present for the border communities, from the OSBP development as there has not been any significant increase in trade and traffic volumes to attract growth and development.

5.2 Border Operating Times

The Border Post operates 24/7 on a directional basis i.e. from 03:00 to 18:00 commercial traffic (trucks) cross from Tanzania to Zambia and from 18:00 to 03:00 from Zambia to Tanzania; it must be noted that 80% of these are empty returns. Needless to say, the restriction is greatly increasing the total time which vehicles spend at the border.

5.3 Facilities

The facilities and Infrastructure of the new OSBP on both sides are good, but not adequate to accommodate the current regional trade and any future growth in this area, especially on the Zambia side where there is no parking for commercial traffic (trucks) and verification of loads is undertaken at the RTSA yard 5 km from the border. This facility at the ZRA checkpoint Post is incurring further extensive delays of up to 6 days on average, due the logistics of the verification operation in relation to the location of ZRA CPC (Central Processing Centre) located at Nakonde Border

5.4 Improvement of Proposed OSBP Services

There was mixed reaction to whether the new OSBP development would bring about improved services to the communities.

5.5 Taxes, Charges and Business

This is a very porous border and if the Revenue Services are going to collect taxes and duties due from informal cross-border trade, it will be necessary for capacity building and educational programmes to be introduced to educate the communities to be compliant with the legal requirements of doing business, both cross-border and within their own communities.

5.6 Corruption

There were no reported incidents of corruption at this OSBP and there was no mention or obvious evidence of corruption taking place in any form at Nakonde or Tunduma OSBP. There is mention of corruption in the User Survey, so maybe the local community are not feeling the impacts of corruption, or maybe are immune.

Appendix A – Field Survey Questionnaire / Interview Guide

1	Gender	Male	Female									No.	Mark
		1	2									1	
2	Occupation	Manufacture	Agriculture	Transport Passengers	Transport Goods	Government	Services	Banking Forex	Border Agent	Hospitality	Other (specify)		
		1	2	3	4	5	6	7	8	9	10	2	
3	Business Nature	Manufacture	Production/ Process	Agriculture	Government	Transport Goods	Retail/ Wholesale	Services	Hospitality	Transport/ Passengers	Other (specify)		
		1	2	3	4	5	6	7	8	9	10	3	
4	Border Usage	Import-Export	Warehousing	Personal Travel	Passenger transport	Goods transport	Other						
		1	2	3	4	5	6					4	
5	Goods Categories	Foodstuffs	Textiles and clothing	Agric. Produce	Mach. Appliance	Business supplies	Other	None					
		1	2	3	4	5	6	7				5	
6	Any Impact of OSBP	Yes	No										
		1	2									6	
7	If so, what are the impacts of the OSBP	Improved Business	Reduced Business	Time Saving	New Business Development	Increased population	Other	None of these impacts					
		1	2	3	4	5	6	7				7	
8	Has there been a population increase	Yes	No										
		1	2									8	
9	What population increase	<500	500-1000	1000+									
		1	2	3	4	5	6	7				9	
10	If more businesses, how many Customs Trade Agents	0-5	5-10	10-20	20-50	50-100	100+						
		1	2	3	4	5	6					10	
11	If more businesses, how many Transporters												
		1	2	3	4	5	6					11	
12	If more businesses, how many Hotels & Guest Houses												
		1	2	3	4	5	6					12	

13	If more businesses, how many Forex businesses												
		1	2	3	4	5	6					13	
14	If more businesses, how many Shops												
		1	2	3	4	5	6					14	
15	If more businesses, how many "Others" (Specify)												
		1	2	3	4	5	6					15	
16	Positive features of OSBP	Good service levels	time	growth	Service and Time	Service and growth	other						
		1	2	3	4	5	6					16	
17	Negative features of OSBP	Poor service levels	Increased time	No growth	Poor service and increased time	Poor service and no growth	other						
		1	2	3	4	5	6					17	
18	Describe savings	Goods sold	Cost reduction	Reduced business costs	Other (specify)								
		1	2	3	4							18	
19	Familiarity with the OSBP	Very familiar	Familiar	Limited knowledge	Unfamiliar								
		1	2	3	4							19	
20	By which means did you hear about OSBP	Community Forum	Radio	Video	Forum plus radio	all media	Other						
		1	2	3	4	5	6					20	
21	Do you want to be kept informed in future	Yes	NO										
		1	2									21	
22	Recommended additional features at OSBP												
												22	
23	Other information which should be provided												
												23	
24	Further suggestions												
												24	
25	Other local businesses that should be surveyed												
												25	
Surveyor			Date		Supervisor								