



The WTO Chairs Programme,
School of Economics, University of Nairobi

The Great Lakes Trade Facilitation Project

Develop training materials and deliver Training of Trainers

Training needs Assessment Report

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1. Introduction

1.1 Background and context

The Common Market for Eastern and Southern Africa (COMESA) has been implementing a work programme supporting small-scale traders, through the COMESA Simplified Trade Regime (STR) and COMESA Trade Information Desks (TIDs) at key border crossings in the region. The COMESA STR and TIDs were further strengthened by the Regulations on Minimum Standards for Treatment of Small Scale Cross Border Traders adopted by the COMESA Council of Ministers at the Thirty-Third Council meeting held in December 2014. These regulations enshrine the Charter for Cross-Border Traders, the implementation of which is supported by the Great Lakes Trade Facilitation Project (GLTFP). The project contributes to implementation of the COMESA Gender Policy through mainstreaming of gender in the GLTFP activities.

The overall purpose of this assignment is to contribute to capacity building and a sustainable information dissemination mechanism especially tailored for the cross-border traders' level of understanding. The objectives are to develop five manuals for the Training of Trainers (TOT) and delivery of the training itself. The 5 TOT manuals include: STR aspects; customer management; gender and development concept; gender-based violence (GBV); and; training management and delivery. After the training manuals have been developed, potential trainers from each of the three GLTFP participating countries will be trained who will in turn train cross border traders and border officials from their respective countries.

To inform the process of the training manual development, a field visit to three of the 5 GLTFP border points was undertaken. The purpose of the border visit was to identify training needs for the various stakeholders of the project as part of the consultative process in the development of training manuals for training of trainers.

1.2 Objective of the training needs assessment

The objective of the training needs assessment was to identify the specific areas for training for both cross borders and the border officials. In addition, short comings of the earlier trainings were identified. The information obtained from this assessment informs the development of the five TOT training modules.

1.2 Methodology of the needs assessment

1.2.1 Border visit mission

During the period 4th- 13th March, a team of five consultants¹ carried out a field mission to the three GLTFP countries of DRC, Rwanda and Uganda. The five consultants were representing each of the five TOT training manual areas being developed, namely: Simplified Trade Regime, service provision at project border posts and national coordination, gender awareness, Gender Based Violence, and delivery techniques and communication skills. The field mission particularly targeted three GLTFP areas including three border post areas of Ruzizi/ Bukavu (Rwanda/ DRC); Rubavu/ Goma (Rwanda /DRC); and; Bunagana/ Bunagana (Uganda DRC). The plan followed during the border mission is presented in Annex 1.

During the border mission, assessment of the training needs for cross border traders and border officials was done. More specifically, the team sought to gather information with respect to earlier trainings undertaken for cross border traders and the officials working in the three border posts visited, with a view to identifying training gaps. Interviews with cross border traders, border officials and cross border associations or cooperatives as well as consultations with the GLTFP project implementation leaders identified several specific areas for training. In addition to the consultations, the team also made observations on the study borders, further familiarizing themselves with the cross-border trade issues. Information gathered through the observations, interviews and consultations is used to inform the preparation of the TOT materials on the five suggested areas for training.

The mission was well facilitated by COMESA staff, particularly those working for the GLTFP including the project and the regional coordinators as well as the trade information desk officers at the three border posts visited. GLTFP regional coordinator and TIDOs mobilized and introduced the consultants to the traders and officers who were interviewed.

¹ These are: Mary Mbithi, Christine Mutua, Tabitha Kiriti Nganga, Kennedy Osoro and Loise Gichuhi.

1.2.2 Tools used in border missions

To gather information brief questionnaires were administered to various cross border trade stakeholders including: border officials (including TIDOs), individual cross border traders, cross border trade association leaders, and some key informants² in face to face brief interviews. The questionnaires administered to various cross border stakeholders are presented in Annex 2.

In total 60 stakeholders were interviewed, with slightly over a half of them being border officials. The interviewed stakeholders were mobilized by the trade information desk officers (TIDOs). Table 1 shows numbers of various stakeholders interviewed in each border post.

Table 1: Stakeholders interviewed

Border point	Key informants	Border associations	Individual traders	Border officials	Total per border	Proportion (%)
Bukavu	0	2	3	5	10	17
Ruzizi	1	1	2	6	10	17
Rubavu	2	2	2	3	9	15
Goma	0	0	1	8	9	15
Bunagana DRC	0	2	4	4	10	17
Bunagana UG	0	2	5	5	12	20
Total	3	9	17	31	60	100

1.2.3 Consultations with Project Implementing Units

Consultations with Project Implementing Units at Kigali, Bukavu, Goma and at Kampala were also carried out. A total of 22 such consultations were held, further providing insights into the areas that require training for cross border trade stakeholders including traders and border officials. The list of those consulted are presented in Annex 3.

² Ministry of Gender Offices in Ruzizi 1 and Rubavu and Ministry of Cooperative Development in Rubavu Discussions with other project implementing ministries were treated as consultations.

1.2.4 Oral testimonials

In addition to the interviews, the consultants had detailed discussions with a few selected individual traders, who provided their experiences in cross border trade over time in detail. A total of six (6) such oral testimonials were achieved.

1. 2.5 Language

Interviews with border officials and consultations with project implementation units were carried out in English, although in some cases in DRC border sides, often translation was required. Interviews with traders were conducted in Kiswahili, although at some point, interpretations were required. The TIDOs and the regional programme coordinator provided most of interpretations, although services of an interpreter were enlisted in Ruzizi 1 and Bukavu borders.

2. Key Findings

2.1 Ruzizi 1 (Rwanda) / Bukavu (DRC) border

At this border point, the team of five consultants was split into two with one team remaining at Ruzizi 1 (Rwanda) while the second went to the Bukavu (DRC) side. The two teams made different observations and carried out consultations with various stakeholders. Their key findings and observations are presented below.

2.1.1 Activities at the border post

There is a well-developed small scale cross border traders market in Ruzizi in Rwanda but none in Bukavu in DRC. The market in Ruzizi has a functional toilet and flowing water. The cross-border women traders from Rwanda complained of lack of proper market in Bukavu, and lack of sanitation (toilets) facilities. From our observation, approximately 90% of the traders are women and only 10% are men. Women carry their goods on their back and we observed a woman carrying a 90kg bag of goods (flour). On the other hand, men use handcarts or wheelbarrows to carry their luggage. The men have formed a transporters association to carry their luggage although women use this facility at a fee. However, the goods can only be transported from the market to the border since the vehicles or handcarts cannot be allowed to cross the border without a rigorous method of clearance through immigration and customs. This makes it very expensive for women traders since they have to hire some other form of transport to take their goods to DRC, so they would rather buy only those goods that they can carry on their backs or on their heads.

Most of the goods seemed to come from the Rwanda side, and these included: milk, maize and cassava flour, meat and mattresses.

2.2.2 Oral Testimony: A case of Corruption on the Ruzizi 1/ Bukavu Border

This case happened at 3.14 pm on the 6th of March 2018. It involves a Mr. Jean Rukundo³ who is 50 years old from Rwanda. He has been working at the border for the last 10 years selling maize flour. He narrated to one of the consultants how a DRC border officer harassed him. This is his story.

³ Not real name for security purposes

I went to DRC with my friend to get money for goods that I had sold on credit to a Congoman. I was paid the money (8000) in US dollars. Out of this US\$4000 was in 100 dollars bills and the other US\$4000 was in smaller bills. I carried the US\$4000 in 100 dollars bills in my front trouser pockets. The other US\$4000 in smaller bills I gave it to my friend to carry it for me. He put the money in his trouser pockets and of course the pockets were bulging since these were many small bills.

On arriving at the border when coming back from DRC, I crossed the border first and waited for my friend who had been stopped by a border official in police uniform. He was asked what he was carrying in his pockets. My friend said that it was money he was carrying for a friend who had asked him to get it from a client in DRC and that he (my friend) was delivering it to him in Rwanda. The border official asked him how much it was and my friend gave the correct figure of US\$4000.

The border official requested that my friend enters the offices for the border official to count the money but since my friend knew that if he entered the office, the money would be taken away from him, he resisted and other traders waiting to be cleared insisted that my friend should not enter the office and a scuffle ensued between the traders and the border officials with a lot of noise, shoving and pushing.

I was watching this commotion from the Rwanda side of the border and when the border official took the money from my friend including his documents, I quickly crossed over to the DRC side to help my friend and to retrieve my money from the border official whom I told to give me back the money he had taken from my friend since it was my money. He refused and a scuffle ensued and I took the money by force but my friend was shoved into the border official's office. To help my friend get back his documents, I had to give the border official US\$10 after which my friend was allowed to cross into Rwanda.

From this experience, I now know that it is very risky to cross the border with money. This is beyond comprehension if border officials who are supposed to protect traders are the ones harassing them. COMESA needs to reign in on its member states since DRC is a member just like Rwanda.

2.2.3 Oral Testimony: A Case of harassment at Rusizi 1/ Bukavu

Triphosa is aged 49 years. She is a mother and a wife. She has been trading at the Rusizi / Bukavu for the last eight years. She trades in maize flour (Kawunga). She says that female traders have been undergoing harassment from the security officers at the Bukavu side.

She recalled an incident in February 2018 when she crossed the border to sell her merchandise at Bukavu. Her phone rang and then she removed it from her handbag to answer the call. One of the security officers who was close by called her and asked her to hand over the phone to him. She resisted and asked to be explained why she needed to hand over her phone to the police officer. The security officer arrested her and took the phone by force. Two of her friends informed cooperative leaders at Rusizi who came to negotiate for her release. The officer was not willing to release her. The cooperative leaders then involved the trader's association leaders of Bukavu. The security officer accepted to release her on condition that she paid a fine to get her phone back. She paid the amount demanded (no receipt was issued), she was released and the phone was returned to her.

She says that she did not trade on that day. She lost money in the form of cash, profits from trade and her time. She also felt embarrassed by the incident. She wishes that measures can be put in place to protect traders from harassment by the security officers at Bukavu border post.

2.2.3 Observation at the Bukavu (DRC): Gender distinctions of work

Gender distinction of work was evident at the Bukavu side of the border:

1. Majority of the traders were women.
2. Men were only involved in some type of trade: changing money, brokers/ goods escorts or transporters of goods using carts.
3. Women carried their wares on their head or on the back, while men carried their goods using hand carts.

2.2.4 Border procedure (from Rwanda to DRC- Ruzizi- Bukavu) at Bukavu side

STR was not being implemented on the side of the DRC, traders pay custom duties for which they are not issued with a receipt on the side of DRC. Additionally, the payments are not standardized and depend on the customs subjective evaluation, hence they are unpredictable. The official cross border procedure from Rusizi 1 to Bukavu, on the Bukavu side is summarized below.

1. Port health - no payment

2. Police post – no payment
3. Hygiene – payment (no receipt)
4. Immigrations - no payment (although sometimes they have to pay)
5. Customs – payment (no receipt)
6. Intermediaries who carry the goods for traders at the cross border– payment is made.

In addition, other payments are made to various officers after the official (legal) procedures are over. Others who demand payment are; presidential guards, justice service, intelligence officers, antifraud police and military officers, among other officers whose roles were not clear. All these separately demand to check goods and ask for payments. If a trader does not pay, the officers confiscate some of their goods, necessitating the traders to come back and make payments to have their goods back. Most of these officials were not in uniform. There were also many physically challenged people who were transporters of goods. These people are not stopped at the border and they easily aid traders' cross the border without the goods being inspected.

2.2.5 Oral testimony: Case for gender sensitive facilities at Bukavu

This account was given by Mpalurwa, a female cross border trader aged 32 years. I have been a trader for 8 years selling milk and cassava. I have suffered in the course of my trading. I normally get my products from Rwanda every morning in small quantities and sell in Bukavu region. What we (traders from DRC) pay in Rwanda is different from what the Rwandese pay. Rwanda treats traders from DRC differently from the way they treat Rwandan traders. At Bukavu side, I make many payments to various border officials that I can't account for because I don't get receipts. We (traders) keep on complaining about the many payments and harassments we get from people that are unidentifiable...many don't wear uniforms or even badges to identify themselves. One day I decided to argue with one security officer, he took away my milk and even when I reported to TIDO office I was not compensated. Sometimes we are locked in very small rooms especially when you refuse to pay some security officers. The small rooms have no toilets; even the border has no toilets. We have nowhere to dispose used sanitary pads. Some of us tie them and throw them in the bushes or behind houses. We, women, suffer more than men especially when the women security officers are not there. Men touch us everywhere pretending they are searching for illegal products. Gender awareness is lacking.

2.2.6 Oral Testimony: Importance of associations and experience with border harassment

This experience is provided by Mujawimana, a female cross border trader aged 49 years at Bukavu. She has been engaged in cross border trade for about 11 years. She trades in food products such as sorghum, beans, soya, maize flour and also cassava flour, which she sources from either Rwanda or DRC. She traded for 4 years without being a member of a cooperative. She did not then pay taxes and she avoided passing at the designated border points, but she often met with people such as police officers who confiscated her products. She later joined a cooperative in Rusizi but later, together with traders at Bukavu side formed an association, which is currently made up of 36 women and 1 man. Since joining the cooperative, she started crossing the border through the designated border point and paying taxes.

The main challenge is that she is never sure how much tax she is going to pay on DRC side, because the customs officers ask for tax based on their own judgment, and no receipt is given after payment. On the side of Rwanda, she always pays about RF 600, and she is issued with a receipt. The other challenge is that the Bukavu border is congested, and there are many other people (in addition to customs) asking for payments.

She observed that gender harassment was common when she used to pass through undesignated border points. Now that they pass through the proper border points, cases of gender harassment have reduced. She was emphatic that women are harassed because they do not want to make payments, further observing that even men who do not want to pay taxes are likewise harassed. To avoid being requested for payments by many other officers at the border, she observed that they pay police, who in turn escort them until they are out of the border area. She also regretted that the government of DRC is not implementing the STR. Sometimes, at the OCC (hygiene/SPS office especially at Ruzizi 1, Rwanda side) their goods are rejected because of issues related to quality, and this forces them to return them back to the people who sold to them. For example, one time, her cassava flour was rejected in Rwanda because it had some 'black colour', she had to return it to DRC, where she exchanged it for other flour (which did not have black colour) and was accepted in Rwanda.

She also observed that police ask traders for their identification cards/ voter cards (the document they use to cross the border), then they ask them 'to buy water for them. If the traders do not give them money to buy water, sometimes the police hide the cards, and then claim that they crossed

the border without the cards, therefore one has to pay them so that they can be given the card back. One time when they did this, she reported to the COMESA TIDO who assisted her to get her card back.

She suggested that traders should be trained in the following areas: how to observe the law; how to do business and business management so that they can make money from their trade; the importance of belonging to an association; how to access credit and money management; about gender rights, trader's rights and government rights.

2.2.7 Oral Testimony - A case of harassment at Bukavu

This experience is given by a woman, who gets milk from Rwanda and sells to customers in DRC. She is 45 years old and has been selling only milk for 17 years. “Through milk business all my children are grown up. Two are married and others not yet and I feed them through selling milk. I have no husband and my 13 children are fed, brought up and educated through this business”.

Fresh milk is cheaper in Rwanda than processed milk so traders buy from Rwanda and sell it in DRC. Rwanda women traders sometimes bring the fresh milk directly to DRC and sell it directly to DRC traders at cheaper/ lower prices or at the same price implying that they don't make any profit. At the Bukavu border, she makes payments at the customs and hygiene (SPS) offices. She got her milk twice snatched from her and taken without return by Karagilo (standards people). She further observed that harassment is done even by women officers (border officers who are women) who pour down their milk and sometimes beat them up. She observed that the Rwanda side of the border is better since there is no harassment, and the charges at the Rwanda side of the border are fair and lower. “We pay to customs and hygiene without receipt on the DRC side of the border”. But on the Rwanda side they give us receipts.

2.3 Ruvabu (Rwanda)/ Goma (DRC)

2.3.1 Observation: Rubavu / Goma border

There are two border posts here: the small and the big border posts. On the side of Goma, there is no electricity to automate immigration services on the big border while on the small border there is limited infrastructure (e.g. no toilets). The GLTFP is in the process of constructing some

temporary offices. The project has also constructed toilets, which will be in use when the temporary offices are put to use.

2.3.2 An experience of extortion by border officials

We experienced this kind of extortion on the 8th of March 2018 when crossing from Rubavu border crossing on the Rwanda side to GOMA border on the DRC side. After clearing with immigration at the Goma border, we had to buy soda (US\$10) for the police officers (who were women) to allow us to cross the border even after we had been cleared by immigration. Thereafter, we had to give some US\$5 to another female police officer some 20 meters from here since according to her; we had to contribute to the International Women's Day celebrations.

2.3.3 Observation 1- Goma border

Although a new temporary border post is being constructed, there seems to be total confusion at the border. We witnessed first-hand a security officer offload a twenty- litre jerry can of palm oil that a trader had brought from the Rwanda side to sell in DRC. The man, who was not in uniform, took the jerry can to his office. Afterwards, when one of the consultants entered the office for an interview, they found the jerry cans of palm oil, 6 (50 kg) bags of wheat and maize flours among other goods confiscated from the traders. We also met a pregnant woman who was crying and said a policeman had beaten her with a stick apparently because she did not have much that the police man could confiscate apart from her one jerry can of juice which he took anyway. Her face was all red and puffy from crying. The woman informed Mr. Serge (Regional GLTFP), who immediately followed up the issue with the police officer, but unfortunately could not retrieve the juice.

From our observations, 90% of the cross-border traders at the Rubavu/ Goma small border are women and people with disability (PWDs). The PWDs are allowed to pass with their goods on wheel chairs without being checked.

The customs officers operate from a container which is quite hot and humid and 70% of the time, they come out of these containers and stand outside just observing the traders passing. Fights seem to be common among the traders themselves and between traders and border officers, mainly the police.

We observed a woman trader beating up a man (a trader too) and other traders stood as observers even when the man was already on the ground. Other women came to help the woman beating up the man implying that men also suffer gender violence.

There are no operational toilet facilities in this border post and the place is totally unhygienic. Young men earn their living pushing the wheel chairs of the disabled as the road is very rough for a wheelchair to pass on its own without being pushed. In the customs office, the place was full of sacks of flour confiscated from the traders. Women hide goods around their torsos and tie a *lesso*⁴ below and up making them look pregnant. In the human and animal health offices, there were chicken that had been confiscated from the traders. We observed meat products (liver, offals and red meat) being carried uncovered in baskets by the women traders while others were selling the meat products along the street without any considerations for health implications.

The Customs office was full of sacks of wheat flour and jerrycans of palm oil. In one office there were two chickens kept under the table. We did not see any single female police officer at the Goma small border. Male police officers searched female traders. We also witnessed sacks of maize flour, being passed across the fence on the side from Rwanda to DRC. They were hurriedly carried away, and a military officer was keeping watch over them until they were all carried away.

2.3.4 Oral Testimony: Case of Lack of Gender Awareness in GOMA/Rubavu border

This is a story of female cross border trader in the GOMA/Rubavu border post.

My name is Rukia Banganya and I am 35 years old. I have been doing cross border trade for the last 5 years. I sell rice, oil and flour. I cross the border from DRC to Rwanda to buy goods to sell to DRC. Sometimes I am arrested and other times my goods are confiscated and I have even been physically abused. There are times the border offices take my goods to the warehouse and I have had to pay all the customs duty. I am not aware of STR and therefore I trade in the goods which according to some custom officers, I am supposed to pay duty. I seriously need to be trained in order to identify those goods that I should not pay duty and those that I should pay.

⁴ A piece of cloth (scarf) normally tied around the waist by women when working

The border police usually check us female traders and this is done either by both male and female police officers. The male officers touch us inappropriately.

Whenever we are arrested, we have to pay some money to the police officer to be allowed to pass and there is no receipt for it. After this, we have to pay all the police officers who station themselves at different points along the border.

I would very much like to be trained on my rights and obligations when crossing the border. I don't think the border officers are trained on what exactly they are supposed to do because they behave like criminals.

2.3.5 A case of reducing reproductive roles' burden and use of children in cross border trade in Rubavu

This information was provided by the Gender and family promotion officer, Rubavu district. The Gender Division deals with family issues including children involvement in cross border trade e.g. as good carriers. They also address street children related issues. Their beginning point is to find out where the children are coming from and why; whether or not there are family issues, and whether the issue is with the parents or the children themselves. Some traders use children to carry luggage across the border, as a way of evading harassment by border officials as they believe children are not harassed.

The aim of the Gender Division is to reduce involvement of children in ferrying luggage across the border as well as stop children from roaming at the border. To achieve this, they have a holding place or space (day care centre) for mothers doing business across the border. They feed the children and also talk to the mothers about balancing trade and child responsibilities.

2.4 Bunagana (Uganda/Bunagana (DRC) Border Post

2.4.1 Observation 1: General border activities

The border was not busy due to internal conflicts at DRC, and also as explained by traders, DRC had banned imports of soda and beer from Uganda (the main imports by DRC from this border). Uganda had banned imports of rice and sugar from DRC. At this border, women are the ones who worked as transporters unlike the other two borders.

We saw a refugee camp on the Uganda side for the people fleeing conflict at DRC Congo. We also witnessed a lorry full of cement being offloaded at the Uganda side so that products can be

carried in small quantities for fear of being kidnapped by the Congo militia, and also transported as small quantities so as to avoid payments of duties. There was a heavy presence of armed military officers at the border.

During the interviews with the police officer on Uganda side, the officer commanding station (OCS) brought a young man whose goods from DRC had been confiscated (he said the young man had been robbed of his goods by the militia). The police officer had to go with the young man to follow up on his merchandise.

Traders interviewed observed that on the side of DRC, gender and sexual harassment was common especially as many goods whose trade had been banned were being smuggled through undesignated border points, and also because many women transporters sought favours from the militia to pass the goods, who in turn took advantage of them.

We also observed that there is no power on both sides of the border although according to the TIDOs, they use solar which is seasonal. There are also no toilets for both traders and TIDOs. Traders intimated that the police officers use no man's land to solicit for bribes from traders. Some times when borders close at six O'clock, traders including women traders have to spend the night at no man's land, sleeping in the open, further making them vulnerable to sexual harassment.

3. Areas for training identified

The stakeholders interviewed or consulted affirmed the need for cross border traders and border officials training in various areas as discussed below.

3.1 Areas for training identified by border officials

A total of 31 border officials were interviewed with majority 23 (or 74 percent) of them being male. 78 percent of these border officials were of ages between 31 and 50 years. Only 3 border officials were at the age bracket of 20-30, with those whose age was more than 50 being only 2 (6%). The border officials included the following police, customs, immigration, standards, sanitary and phytosanitary officers and the Trade Information Desk Officers.

Border officials were asked whether they had been trained before on the five areas of the training manuals, and whether they knew whether traders had been trained on the same areas. 26 (84 percent) of these border officials said that border officials had been trained in some of the areas while 17 (55 percent) of them knew cross border traders had been trained in same areas. Table 2 summarizes these responses.

Table 2: Border official’s response as to whether they had been trained

Training has been done on	Border officials			
	Have been trained (No.)	Proportion (%)	Who Know Traders have been trained (No.)	Proportion (%)
Utilization of STR	21	81	15	88
Customer care	15	58	5	29
Conflict and Conflict resolution	13	50	5	29
Minimum standards of treatment regulations	20	77	13	76
Leadership & governance	11	42	4	24
Gender awareness	19	73	10	59
Prevention of sexual harassment	10	38	4	24
Reporting of GBV	8	31	3	18
Total	26	100	17	100

For both the border officials and the traders, most of the training had been done on STR, regulations on minimum standards of treatment for the small-scale traders and on gender awareness. However, few have been trained on prevention and reporting of gender harassment and gender-based violations.

Border officials observed that the trainings are mainly delivered by COMESA (including TIDOs), Ministry of Trade and by NGOs (particularly Alert International, women groups and

faith-based organizations). For most of the cases, the border officials observed that they had been trained together with traders.

Over 90 percent of the border officials responded that the trainings were not sufficient for a variety of reasons as shown in Table 3, with the short duration and frequency of trainings being the main area of inadequacy identified by the border officials.

Table 3: Why past trainings for border officials are insufficient

Training inadequacy	No. of border officials responding	Proportion (%)
Short time	13	48
Training is not frequent	9	33
Coverage area is limited	1	4
Training documents were not provided	2	7
Language barrier	2	7
Total	27	100

Border officials recommended that further training for both border officials and cross border traders should target the following areas:

- i. Utilization of STR
- ii. Customer care
- iii. Conflict and Conflict resolution
- iv. Minimum standards of treatment regulations
- v. Leadership & governance
- vi. Gender awareness
- vii. Prevention of sexual harassment
- viii. Reporting of GBV
- ix. Other areas including: tax declaration procedures and calculations; roles and obligations of the border officials and the cross-border traders, health and importance of SPS requirements. Specifically, for cross border traders, border officials suggested that they should be trained on cross border documentation, marketing strategies, financial management and the need to belong to cooperatives or associations.

3.2 Training areas identified by cross border traders

A total of 17 cross border traders in various borders visited were interviewed as summarized in Table 4. Of these, 29 percent were from Bunagana (UG) and 24 percent from Bunagana (DRC) while 18 percent were from Bukavu and an equal proportion (12 percent) were from Ruzizi and Rubavu respectively. The interviewed traders were randomly mobilized by the TIDOs. Majority of the traders were interviewed at Bunagana border. 12 of the 17 traders interviewed (71percent) were female traders. The average age of the interviewed traders was 41 years, with 9 (53 percent) being of ages between 31 and 50 years, while those between 20 and 31; and those above 50 years old were respectively were 4 (24 percent).

Table 4: Individual Traders Interviewed in various border posts visited

Border points	Number of Interviews	Proportion (%)
Bukavu	3	18
Ruzizi	2	12
Rubavu	2	12
Goma	1	6
Bunagana DRC	4	24
Bunagana UG	5	29
Total	17	100

When asked if they had been trained on various areas related to the manuals being developed, the traders' responses were as shown in Table 5.

Table 5: Trader responses on areas trained on

Areas trained on	Number	Proportion (%)
Utilization of STR	11	65
Customer care	6	35
Conflict and Conflict resolution	5	29
Minimum standards of treatment regulations	10	59
Corruption & Bribery	8	47
Differential Treatment between Men & Women	8	47
Prevention of sexual harassment	5	29
Reporting of GBV	5	29
Total	17	100

From responses in Table 5, majority of the traders had been trained on utilization of STR (65percent) and minimum standards of treatment regulations (59 percent). The least trained areas were prevention of sexual harassment, reporting of GBV and conflict and conflict resolution areas.

The traders further indicated that majority of the trainings had been delivered by COMESA (41percent) followed by Ministry of Trade (24percent) and International Alert (15percent), respectively. Other trainers included NGOs (including women groups and faith- based organizations) and international organizations.

On the question of whether or not the traders consider the trainings sufficient, 92percent of them reported that they were insufficient. The insufficiency areas as identified by the traders are shown in Table 6.

Table 6 Why cross border traders’ trainings are insufficient

Why trainings are not sufficient	Number of respondents	Proportion (%)
Short time	6	33
Training frequency is limited	7	39
Few border issues are covered	2	11
Training materials not provided	1	6
Language barrier	2	11
Total	18	100

The main reasons past trainings had been insufficient is because the trainings are not frequently done and that trainings cover many issues within a short period of time so that at the end of the day, the trainings would be like sensitization workshops. Lack of documents or materials for further reference was also cited as an area of insufficiency, while others observed that even when documents for further reference are provided, language becomes a barrier. With respect to this, traders requested that training materials be availed to them in Kinyarwanda (for Rwanda) and in Kiswahili (for the DRC traders).

Traders were asked to indicate areas they would like to be trained on. Their responses are presented in Table 7.

Table 7: Trader response on areas they would like to be trained on

Area to be trained on	Number of traders responding	Proportion of Traders (%)
Utilization of STR	11	65
Customer care	11	65
Conflict and Conflict resolution	10	59
Minimum standards of treatment regulations	12	71
Corruption & Bribery	9	52
Differential Treatment between Men & Women	9	52
Prevention of sexual harassment	11	67
Reporting of GBV	11	65
Others	5	29

Majority of the traders indicated they would like to be trained on minimum standards of treatment for the small-scale traders. In addition, they would like to be trained in other areas including: their rights and obligations, where and how to get financial credit, business and financial management, how to live in peace and how to manage trader associations or cooperatives.

In addition, traders suggested that border officers need to be trained on utilization of STR, customer care; conflict and conflict resolution; regulations on minimum standards of treatment for the small-scale traders; leadership and governance; gender awareness; prevention of sexual harassment and reporting of gender-based violence.

Traders were further asked to indicate the challenges they face in their cross-border trade. The challenges identified are presented in Table 8.

Table 8: Challenges faced by small scale traders

Challenge	No. of traders responding	Proportion (%)
Corruption	13	76
Harassment by border officers	7	41
Insecurity	6	35
Lack of toilets or poor sanitation	5	29
Multiple payments	5	29
Confiscation of Goods	4	24
No receipts after payments	4	24
Inconsistent charges by customs	4	24
Banning of trade in some products	3	18

Lack of market place	3	18
High taxes	3	18
Common List of products missing	2	12
Early closure of border point	2	12
Officers with no uniforms	1	6

Cross border traders identified fourteen challenges as shown in Table 8, corruption, harassment and insecurity being the most commonly identified challenges.

3.3 Training areas identified by cross border associations or cooperatives

Interviews were held with representatives of nine (9) cross border trader’s associations. These included association/ cooperative president/ chairpersons (4); Vice presidents/ vice chairpersons (2); secretaries (2) and one member.

On average the represented cross border associations had been in existence for a period of about 7 years with a range of 2 to 10 years, and on average had 272 members. The associations offer various types of services to their members including: milling, resolving conflicts, training on STR, lending money, marketing, and transport. Notably, the most common services provided are: transportation, lending money and resolving conflicts. Cross border associations suggested that traders need to be trained on utilization of STR, customer care, conflict and conflict resolution, regulations on minimum standards for treatment or small-scale traders, corruption or bribery, gender awareness and on GBV and sexual harassment and violations. Other training areas identified include: their rights and obligations, savings and investment, financial management and the need to belong to cooperatives or associations.

They also suggested that border officials be trained in all the module areas i.e. utilization of STR, customer care, conflict and conflict resolution, regulations on minimum standards for treatment or small-scale traders, corruption or bribery, gender awareness and on GBV and sexual harassment and violations. Additionally, they suggested that border officials be trained on their rights and obligations

3.4 Training areas identified by key informers and project implementing units

A total of 22 consultations were held with the key informants and the PIUs. They identified the following areas as important for training with a view to enhancing cross border trade:

Areas for training for border officials

1. Change of mind set, including change management, because STR is a new trade regime.
2. Rights and obligations for both officers and traders.
3. Ethics and integrity, leadership and governance.
4. Regional integration, regional trade agreements including COMESA and agreements signed, STR, Customer care (or quality of service) and including how to interact with traders, COMESA regulations on Minimum Treatment for Small Scale Traders.
5. Gender awareness, gender auditing and COMESA gender policy.
6. Evaluation of the customs using GATT provisions (custom officers).
7. The Kyoto Convention of the World Customs Organization (Customs officers).
8. Rules of origin and STR.
9. Regional standards harmonization: what it is and why it is important.
10. Trade facilitation particularly the link between border officers and trade facilitation for better implementation of STR without constraining trade.
11. International relations.
12. Supporting legal documents, instruments and regulations on STR, tax regime under STR.
13. Protocol and international relations.
14. Professionalism.
15. Interpersonal skills training for both traders and border officials.
16. Disaster and emergency handling.
17. Refugee handling especially on the DRC border.
18. Immigration procedures.
19. Sexual harassment, forms of sexual harassment including physical, emotional manifestations of sexual/ gender harassment, causes, redress and life skills.
20. SPS officers need to understand how to interpret what the other country requires. They also need to understand the whole SPS procedure and hygiene, STR.

Areas for cross border traders training

1. Their rights and obligations and that for border officers.
2. Immigration procedures.
3. Creation and management of cooperatives or associations.
4. Marketing and markets.

5. About trade information desks (TIDs) and their importance.
6. Association/ cooperative governance for sustainability.
7. Enforcement and offense management.
8. Customs valuation, expectations by customs and customs initiatives.
9. Tariff classification.
10. Rules of Origin.
11. Regional integration particularly COMESA and EAC.
12. Cross border trade documentation requirements.
13. Interpersonal skills.
14. Savings and investment.
15. Export and import procedures
16. SPS inspection and certification requirements, procedures and why they are important.
17. SPS requirements for specific products.
18. Prevention and reporting of gender-based violence.
19. Laws and rules to be followed in cross border trade.
20. Empowering women to follow rules and not ask for favours, because favours lead to sexual exploitation.

4. Specific training needs for border officials and cross border traders

Based on stakeholder interviews, oral testimonials and key informant and PIU consultations findings, the following specific trainings need areas for cross border traders and border officials were identified.

4.1 Simplified trade regime

Implementation of STR is on course in the visited border area sides of Rwanda and Uganda i.e. Rusizi 1, Rubavu and Bunagana Uganda but traders were concerned that it was not being implemented in DRC sides of border, where they continued to pay unstandardized and unpredictable custom duties for which they were also not issued with receipts. Although STR is not implemented in Bukavu, Goma and Bunagana DRC, the Common List of products has already been agreed on between DRC and the respective countries was available in TIDOs office (indeed translated in Kiswahili). In addition, traders pointed out STR limitations in covering goods such as sugar and rice imported from DRC to Rwanda and Uganda. DRC had also banned imports of soft drinks (soda) and beer from Uganda. Additionally, it was pointed out that STR is only about simplification of the customs procedures i.e. self-declaration (no agents), simplified documentation and simplified rules of origin but has not simplified immigration procedures. Non-implementation of STR and banning of imports of manufactured goods such as sugar and rice, soda and beer has encouraged smuggling through unofficial border points.

Specific areas suggested for training of traders with respect to STR include:

1. Trader rights and obligations, and border officer's rights and obligations.
2. Immigration procedures.
3. About trade information desks (TIDs) and their importance.
4. Customs valuation, expectations by customs and customs initiatives.
5. Tariff classification, what products qualify under STR and which ones do not.
6. Rules of Origin.
7. Regional integration particularly COMESA and the STR provisions.
8. Export and import procedures under STR.
9. Cross border trade documentation requirements.
10. SPS inspection and certification requirements, procedures and why they are important.
11. SPS requirements for specific products.
12. Laws and rules to be followed in cross border trade

Areas related to STR identified for border officers training include:

1. Change of mind set, including change management, because STR is a new trade regime.
2. Rights and obligations for both officers and traders.
3. Immigration procedures.
4. Regional integration, COMESA agreements signed and STR
5. Evaluation of the Customs using GATT provisions (custom officers)
6. The Kyoto Convention of the World Customs Organization (Customs officers).
7. Rules of origin and STR.
8. Regional standards harmonization: what it is and why it is important.
9. Trade facilitation particularly the link between trade officers and trade facilitation so as to implement STR without constraining trade.
10. Supporting legal documents, instruments and regulations on STR, tax regime under STR.
11. SPS officers need to understand how to interpret other country's SPS requirements.

4.2 Customer management and leadership

The main customer care issues encountered by traders are harassment and multiple charges, unpredictable payments which are not issued with a receipt, confiscation of goods and requirement to give bribes. The main issues related to corruption include border officers asking for bribes, asking to be bought for water or soda, payments paid to border officers without receipts being issued and inconsistent charges for similar goods at the border points. These are also the main areas of conflict between traders and border officials.

Additionally, traders do not understand the role of various border officers with regards to customer care. A few of traders have been trained on customer care, while in the associations or cooperatives, only the leaders had been trained.

Areas identified for trader training with regards to customer care and management aim at empowering traders to: prevent conflict situations, to understand their rights and obligations and to access customer care at the border posts. These include training on:

1. COMESA regulations on Minimum treatment for small scale traders including traders and officers' rights and obligations.

2. Awareness about trade information desks (TIDs) and their importance.
3. Creation and management of cooperatives/ associations and their importance for sustainability.
4. Interpersonal skills.
5. Ethics and integrity, leadership and governance

Training areas identified for border officers include:

1. Customer care (or quality of service) and including how to interact with traders.
2. COMESA Regulations on Minimum Treatment for Small Scale Traders.
3. Rights and obligations.
4. Protocol and international relations.
5. Professionalism.
6. Interpersonal skills.
7. Communication skills.
8. Ethics and integrity, leadership and governance.

4.3 Gender awareness

Several gender issues in cross border trade were identified during the training assessment, by the traders, border officials, trade associations and key informants. These include:

1. Women fear for their lives and insecurity at the borders especially in Goma and Bunagana DRC, as border points lack proper lighting, which made them vulnerable to harassment. In Bunagana for example, borders closed early at 18 hours (one of the reasons being lack of proper lighting). There is also a time difference between DRC and Uganda. Traders crossing the Bunagana border DRC at 1730 hours DRC time find the Uganda border side closed (since time here would be 1830 hours) and hence are forced to spend the night in the open in no man's land. Lack of accommodation facilities coupled with lack of proper lighting expose women cross border traders to harassment by border officers stationed at no man's land.
2. Some women traders carried their businesses along with their small children of up to 2 years because of lack of facilities to leave their children.

3. Lack of proper sanitation facilities, which are also gender sensitive. One women trader made this recommendation: “the one stop border post should have all the facilities for both men and women and these should be kept clean. The facilities should also provide for disposing off used sanitary pads”.
4. Women traders complained that they get embarrassed when searched by male security officers since they touch them inappropriately as told by one female trader. “The border police usually search us female traders and this is done either by both male and female police officers. The male officers touch us inappropriately”.
5. There are more female than male traders but there are more male than female border officers including security officers. At Goma small border for example, we did not see female officers.
6. Men fear for their lives when they engage in cross border trade especially in Bunagana, because of conflict situation in DRC, when arrested in Bunagana DRC side, they may never return, or are taken to prison in Kinshasa which is many miles away from Bunagana.
7. Male border officers (including security officers) are sexually harassed by the women traders as women use their sexual power to pass goods at the border.
8. Some of the gender harassment is because female small-scale traders seek favours when they are in the wrong. Female traders are therefore sexually harassed while men have to pay bribes.
9. Some female cross border traders hide their wares under their clothes, which prompts their being searched, and sometimes they are touched ‘inappropriately’ by the security officers.
10. Female cross border traders have limitations in accessing appropriate transportation means and also pay higher transportation costs across the borders.

Training areas identified for cross border traders training with regards to gender awareness aim at empowering women and men cross border traders to demand their rights. These training areas include:

1. Rights and obligations of officers and traders.
2. COMESA regulations on Minimum standards of treatment for the cross-border traders.

3. COMESA gender policy.
4. Importance of following laws and regulations.
5. Importance of following designated border points.

Training areas identified for border officers with regards to gender awareness are:

1. Gender awareness (concepts of gender and trade; border facilities which are gender sensitive, reproductive roles and trade).
2. COMESA regulations on minimum standards of treatment for the cross-border traders.
3. Rights and obligations of officers and traders. Female traders should only be checked by female traders.
4. Gender audit.
5. COMESA gender policy.
6. Gender mainstreaming, including in employment of border officers.
7. Gender responsive budgeting when coming up with the entire border infrastructure to cater for both men and women whether traders or border officials. Budget for proper lighting is also important.
8. Reproductive roles and their implications on trade. Budget should also consider establishment of day care facilities for women to be leaving their children while at the same time, it is important to also sensitize their husbands on gender awareness so that they do not resort in gender-based violence when the women get delayed in their trading business across the border.
6. Their rights and obligations as border officers, so as to understand that women should only be checked by a female officer.

4.4 Gender harassment and gender-based violence

Gender harassment, though traders reported has reduced recently is still rampant in some border posts (6 of the 17 traders interviewed observed that there are cases of gender-based violence) mainly manifested through rape or confiscation of goods. Most cases are however not reported as traders fear victimization.

In the three border posts visited, there is no clear process in place on how to handle sexual harassment or gender-based violence. In case there are such cases, they are supposed to be reported to the police and there are no specific police desks handling gender harassment or GBV. Sometimes it may be the police officers harassing or causing violence on the traders. The assessment identified the following issues related to gender harassment and violence:

1. Some of gender harassment is because small scale traders seek favours when they are in the wrong. Female traders are therefore sexually harassed while men have to pay bribes.
2. Some female cross border traders hide their wares under their clothes, which prompts their being searched, and sometimes they are touched 'inappropriately' by the security officers.
3. Use of undesignated border points contributes to gender harassment especially when the traders are caught by the security officers.
4. Male border officers (including security officers) are sexually harassed by the women traders as women use their sexual power to pass goods at the border.

Only a few (13percent) of the traders interviewed said they had been trained on prevention of sexual harassment, while only 10 percent indicated they had been trained on reporting of GBV. Areas identified as important for cross border traders training with regards to GBV are:

1. Concepts of sexual harassment and gender violations, forms of sexual harassment including physical, emotional manifestations of sexual/ gender harassment, causes and redress.
2. Prevention of GBV for example by following laws, regulations and requirements for cross border trade, paying the necessary payments and not asking for favours from border officers. Using designated border points can also prevent gender harassment and GBV.
3. Reporting of GBV.
4. Training on life skills.
5. Rights and obligations of traders and border officials.
6. COMESA regulations on minimum standards of treatment for the cross-border traders.
7. COMESA gender policy.

Training areas for border officers suggested are:

1. Enforcement and offense management.

2. Concepts of sexual harassment and gender violations, forms of sexual harassment including physical, emotional manifestations of sexual/ gender harassment, causes and redress.
3. Prevention of GBV
4. Reporting and redress of GBV cases.
5. Managing complaints and protecting the rights of the complainers.
6. How to handle an allegation of sexual harassment.
7. Support mechanisms for that that have been violated.
8. Rights and obligations of traders and border officials.
9. COMESA regulations on Minimum standards of treatment for the cross-border traders.
10. COMESA gender policy.

5. Conclusions and recommendations

5.2 Conclusions

Our findings from the border posts visited show that cross border traders continue to face a myriad of challenges which prevent them from full participation and gaining from COMESA simplified trade regime. The challenges range from implementation of STR, trade facilitation including customer care to gender issues in cross border trade.

It is therefore concluded that for better facilitation of the cross-border trade, cross border traders, border officers and cross border trade associations need to be trained in various areas related to simplified trade regime, service provision at project border posts, gender awareness, and on gender harassment and gender-based violence.

5.2 Recommendations

Based on the findings on insufficiency areas of past trainings, it is recommended that future trainings should: target to train traders and border officers separately, cover a narrow subject e.g. covering only 'gender awareness, provided trainees with relevant materials for future reference and the training and materials provided particularly for cross border traders be in well understood local language such as Kinyarwanda and Kiswahili for Rwanda, DRC and Uganda respectively.

6. Annexures

6.1 Annex 1: Plan of the border mission 4-13th March 2018

Date	Activities	Location
Sunday 4 th March	5 Consultants travelled to Kigali, Rwanda	Kigali
Monday 5 th March	Team met Ministry of Trade Officials (PIU) and Travelled to Rusizi	Rusizi 1
Tuesday 6 th March	Consultations in Rusizi 1	Rusizi 1
	Consultations at Bukavu	Bukavu
Wednesday 7 th March	Team continued with consultations in Rusizi and Bukavu and travelled to Rubavu in the afternoon	Rubavu
Thursday 8 th March	Consultations in Goma	Goma
Friday 9 th March	Consultations in Rubavu	Rubavu
	<i>Team travelled to Bunagana in the afternoon.</i>	Bunagana
Saturday 10 th March	Consultations with border officials and traders in Bunagana (Uganda) /Bunagana (DRC)	Bunagana
Sunday 11 th March	Team travels to Kampala	Kampala
Monday 12 th March	Consultations with Ministry of Trade (PIU), Uganda Revenue Authority (URA), Immigration Department and Ministry of Gender	Kampala
Tuesday 13 th March	Consultation with Ministry of Agriculture- SPS Department	Entebbe
	Team Departed for Nairobi, Kenya in the afternoon	Nairobi

6.2 Annex 2: Questionnaires/ Tools used for data gathering

6.2.1 Tool 1: Local leaders/ Opinion Leaders/ Key informants

We are consultants preparing training manuals for TOT for the COMESA Great Lakes Trade facilitation Project targeting the small-scale traders and the border officials. Our objective is to carry out training needs assessment to inform the development of the five manuals in the areas of the STR, customer management and conflict resolution, gender awareness and gender-based violence. The information obtained from this exercise will solely be used for the preparation of the training manuals which are a property of COMESA. All the information gathered will be treated with utmost confidence.

SECTION I-Background information

Date:/..... Time Border point

Name of data collector:

Name of interviewee: designation/position: male/female

Interviewee. Tel: noemail address: Age.....

Name of Institution.....

SECTION 2

1. Do you know if officers at this border are trained in the following areas?

Officers trained on /	Yes/ No	If yes how often, state the date of the last training
STR		
Customer care		
Conflict resolution		
Leadership		
Gender awareness		
Prevention of sexual harassment and violations		
Reporting of gender-based violations/ harassment?		

- 2. If yes, who delivered the training?.....
 - 3. What language did they used in such trainings?
 - 4. What are the benefits of such trainings?
 - 5. In your opinion, are these trainings sufficient? Yes () No ()
 - 6. If no, suggest what can be done to improve training of officers at this border.....
 - 7. Suggest areas you consider necessary for the border officers to be trained in.....
8. Do you know if cross border traders at this border are trained in the following areas?

Traders trained on	Yes/ No	If yes how often
Customer care		
Conflict resolution		
Leadership		
Gender awareness		
Prevention of sexual harassment and violations		
Reporting of gender-based violations/ harassment?		

- 9. If yes, who delivered the training?.....
- 10. What language did they used in such trainings?
- 11. What are the benefits of such training.....
- 12. In your opinion, are these trainings sufficient? Yes () No ()

13. If no, suggest what can be done to improve training of officers at this border.....
14. Suggest areas you consider necessary for the border officers to be trained in.....

6.2.2 Tool 2: Border Officials

We are consultants preparing training materials for the COMESA Great Lakes Trade facilitation Project. Our objective is to gather information on implementation of the COMESA Simplified Trade Regime (STR): the challenges and the way forward for better utilization by all the cross-border traders. The information obtained from this exercise will solely be used for the preparation of the training manuals which are a property of COMESA. All the information gathered will be treated with outmost confidence.

SECTION I-Background information

Date:/..... Time Border point

Name of data collector:

Name of interviewee: designation/position: male/female

Interviewee. Tel: noemail address: Age.....

SECTION II

1. Do you know if officers at this border are trained in the following areas:

Officers trained on /	Yes/ No	If yes how often, state the date of the last training
STR		
Customer care		
Conflict resolution		
Leadership		
Gender awareness		
Prevention of sexual harassment and violations		
Reporting of gender-based violations/ harassment?		

2. If yes, who delivered the training?.....

3. What language did they used in such trainings?

4. What are the benefits of such training? Specify the training:

6. In your opinion, are these trainings sufficient? Yes () No ()

7. If no, suggest what can be done to improve training of officers at this border:

8. Suggest areas you consider necessary for the border officers to be trained on.....

9. Do you know if traders at this border post are trained in the following areas?

Traders trained on	Yes/ No	If yes how often
Customer care		
Conflict resolution		
Leadership		
Gender awareness		

Prevention of sexual harassment and violations		
Reporting of gender-based violations/harassment?		

10. If yes, who delivered the training?.....
11. What language did they used in such trainings?
12. What are the benefits of such training? Specify the training:.....
13. In your opinion, are these trainings sufficient? Yes () No ()
14. If no, suggest what can be done to improve training of officers at this border?
15. Suggest areas you consider necessary for the border officers to be trained in.....

6.2.3 Tool 3: Individual trader

We are consultants preparing training materials for the COMESA Great Lakes Trade facilitation Project. Our objective is to gather information on implementation of the COMESA Simplified Trade Regime (STR): the challenges and the way forward for better utilization by all the cross-border traders. The information obtained from this exercise will solely be used for the preparation of the training manuals which are a property of COMESA. All the information gathered will be treated with outmost confidence.

SECTION I-Background information

Date:/..... Time Border point

Name of data collector:

Name of interviewee: _____ designation/position: _____ male/female

Interviewee. Tel: noemail address: Age.....

SECTION 2

1. Do you know if officers at this border are trained in the following areas:

Officers trained on /	Yes/ No	If yes how often, state the date of the last training
STR		
Customer care		
Conflict resolution		
Leadership		
Gender awareness		
Prevention of sexual harassment and violations		
Reporting of gender-based violations/harassment?		

2. If yes, who delivered the training?.....

3. Which officers attend the training?
4. What language did they used in such trainings?
5. What are the benefits of such training? Specify the training:
6. In your opinion, are these trainings sufficient? Yes () No ()
7. If no, suggest what can be done to improve training of officers at this border:
8. Suggest areas you consider necessary for the border officers to be trained in:
9. Do you know if traders at this border post are trained in the following areas?.....

Traders trained on	Yes/ No	If yes how often,	When is the last date training was done?
Customer care			
Conflict resolution			
Leadership			
Gender awareness			
Prevention of sexual harassmt and violations			
Reporting of gender-based violations/ harassment?			

11. If yes, who delivered the training?.....
12. Who attends the training?
13. What language did they used in such trainings?
14. What are the benefits of such training? Specify the training:
15. In your opinion, are these trainings sufficient? Yes () No ()
16. If no, suggest what can be done to improve training of officers at this border:
17. Suggest areas you consider necessary for the border officers to be trained in:

6.2.4 Tool 4: Cross border Trade associations

We are consultants preparing training manuals for TOT for the COMESA Great Lakes Trade facilitation Project targeting the small-scale traders and the border officials. Our objective is to carry out training needs assessment to inform the development of the five manuals in the areas of the STR, customer management and conflict resolution, gender awareness and gender-based violence. The information obtained from this exercise will solely be used for the preparation of the training manuals which are a property of COMESA. All the information gathered will be treated with outmost confidence.

SECTION I- Background information

Date:/..... Time Border point

Name of data collector:

Name of interviewee: _____ designation/position: _____ male/female

Interviewee. Tel: noemail address: Age.....
Name of cross border association.....

SECTION II

Tell us about your association.....

- Who are your members?
- How long have you been in existence?

1. What services do you offer to cross border traders?
2. What are the common issues related to cross border trade in this region reported by traders with respect to the following:
 - i. Utilization of STR, list these issues
 - ii. Customer care.....
 - iii. Conflict and conflict resolution.....
 - iv. Corruption/ bribery
 - v. Treatment regulations for small scale traders.....
 - vi. Differential treatment between men and women (*probe*):
- vii. Gender based violence/ sexual harassment and violations:
4. In your opinion, do you think officers (e.g. Custom officials, TIDOs, etc) at this border need to be trained? Yes () No ()
5. If Yes, in what areas do the officers need to be trained on? Probe on specific areas of the manual:
6. In your opinion, do you think traders at this border need to be trained? Yes () No ()
7. If Yes, in what areas do the officers need to be trained on? *Probe on specific areas of the manual.....*

6.2.4 Tool 5: Oral testimonials (trader) guide

We are consultants preparing training materials for the COMESA Great Lakes Trade facilitation Project. Our objective is to gather information on implementation of the COMESA Simplified Trade Regime (STR): the challenges and the way forward for better utilization by all the cross-border traders. The information obtained from this exercise will solely be used for the preparation of the training manuals which are a property of COMESA. All information provided will be treated with outmost confidence.

Date:/..... Time Border point

Name of data collector:

Name of interviewee: _____ (Male/Female)

Interviewee. Tel: no Age.....

Nationality.....

Questions for probing as the trader explains their experiences

1. How long (years) have you been trading at this border post?
2. What goods do you trade in?

3. Can you please share with us your experience over time at this border post?

6.3 Annex 3: Stakeholders consulted during the border mission

No.	Name	Designation	Institution	Telephone
1	Martin	Project Implementation Unit	Ministry of Trade and Industry- Kigali	
2	Apolo Mpizi Rubaiza	Field Officer	Ruzizi Border	+250 788 354 175
3	Edward Kizungu	TIDO	Ruzizi Border	+250 788 297 973
4	Betty	TIDO	Ruzizi Border	+250 783 2856 94
5	Kabanga Jean Bruno	Trader	Ruzizi Border	+250 783 165 890
6	Wasikwa Mukanga	Chef de Division du Commerce	Bukavu, DRC	
7	Kajange Sylvain	Focal point, COMESA	Bukavu, DRC	
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