

**COMMON MARKET FOR EASTERN  
AND SOUTHERN AFRICA**



**GREAT LAKES TRADE FACILITATION PROJECT (GLTFP)**

**Assessment Report on Trade Information Desks, Recruitment of Trade Information Officers and  
Communication infrastructure on selected border points in the Democratic Republic of Congo,  
Rwanda and Uganda  
December 2016**

## ASSESSMENT REPORT ON TRADE INFORMATION DESKS

### I. Background

1. In January 2009, TfP installed the first Trade Information Desk (TID) at Kasumbalesa in the DRC, on the border between Zambia and the DRC. Following this, other TIDs have been installed at Goma/Rubavu (DRC/Rwanda border), Bunagana (DRC/Uganda border) Kavimvira/Gatumba (DRC/Burundi border) and at Kasindi /Mpondwe on the DRC/ Uganda border posts. The TIDs were established to provide the small cross border traders with information on trade, taxes, non-tariff barriers, procedures of the Simplified Trade Regime (STR), among other such information; and raise awareness on various topical issues, such as, the role of women in conflict prevention; cross border conflicts at the border posts within the Great Lakes Region. Therefore, the roles of the TIDs have been extended to serve as peace structures through receiving and resolving traders' complaints and improving relationships between traders and service providers; as well as building relations across the borders.

2. In addition, in May 2013, the role of TIDs was also extended to include data collection to capture the movement of traders and the volumes of goods traded across borders as well as on the evolution of prices at local markets near the borders. This additional role was made by Member States and representatives of Cross Border Traders Associations during a workshop that was held to on the sustainability of TIDs. It is further expected that the scope of work of TIDs will be extended when DRC and its COMESA neighbouring States start implementing COMESA simplified Trade Regime (STR). TIDs will be given the additional role of serving as clearing desks for the small scale cross border traders.

3. Out of the sixteen TIDs, twelve were established with support by USAID and DFID while four with the support from AfDB. At the commencement of KfW support in 2014, KfW took over support of ten TIDs but the 8<sup>th</sup> project Oversight Committee meeting which was held in Lusaka in 2016 decided that KfW would only continue to support TIDs at the border areas that are earmarked for infrastructure projects under the AUC funding window in order to focus resources.

4. On the STR, COMESA through its Trading for Peace programme facilitated four bilateral meetings between DRC; and its neighboring countries including Zambia, Uganda, Rwanda and Burundi. The countries have already agreed (with Zambia, Rwanda, Uganda & Burundi) on the lists of products eligible under COMESA STR. DRC and Rwanda formally signed the agreement on 20<sup>th</sup> October 2016

### 5. Current TIDS under Trading for Peace:

Location	Partner	Comments
Goma/Rubavu	KFW	Designated project area under infrastructure project
Kasindi/Mpondwe	KFW	To be phased out from January ,2017
Kasumbalesa/ Kasumbalesa	KFW	To be phased out from January ,2017
Bunagana/ Bunagana	KFW	Designated project area under infrastructure project
Gatumba/ Kavimvira	KFW	Designated project area under infrastructure project
Ishasha/Ishasha	USAID	Supported up to September 2017
Mokambo/ Mokambo	AFDB	Supported up to April2017. Support to be possibly extended up to December,2017
Ruhwa/Ruhwa	AFDB	Supported up to April, 2017. Support to be possibly extended up to

## II. STR IMPLEMENTATION BY DRC

6. Article 5 of the Ministerial Decree No 012/CAB/MIN.COM/2016 and 098/CAB/MIN.Finances/2016 of 29<sup>th</sup> July 2016 says that the harmonised list of products will be published at the TIDs and Article 7 gives mandate to the TIDs to support the small scale cross border traders where the STR is applicable. In addition, Article 3 states that only small scale traders belonging to a legally recognised cross border association and in possession of a valid ID issued by the CBTA will benefit of the STR. DRC therefore intends to set up TIDs at all its borders and organise small scale traders under CBTAs.

7. The table below indicates the current status on TIDs and CBTAs.

Provinces	Border Areas	CBTA Status	TID Infrastructure	IT Equipment and furniture	Comments
North Kivu	Bunagana(DRC-Uganda)	Formalised	Available		Interviews conducted for a second officer. However, current officer under TFP has no contract for 2017, meaning there will be only one TID officer supported by GLTFP.
	Ishasha (DRC-Uganda)	Formalised	Available		
	Kasindi-Mpondwe (DRC-Uganda)	Formalised but capacity building is required for both CBTAs, especially the one on Uganda border which appear weak and ineffective, too few members.	Available		Should be relocated when border services move to new built structure funded by IOM
	Goma-Rubavu (DRC-Rwanda)	Formalised	Available		To be relocated as border being modernised. Interviews conducted for a second officer

South Kivu	Kavimvira-Gatumba (DRC-Burundi)	Formalised	Available		
	Kiliba-Vugizo (DRC-Burundi)	Formalised	Not set up		
	Nyamoma-Chibitoke (DRC-Burundi)	Formalised	Not set up		
	Kamanyola-Bugarama (DRC-Rwanda)	Formalised	Not set up		
	Ruzizi 1- Kamembe (DRC-Rwanda)	Formalised	In construction		Construction being supported by COMESA under RISM. Funds for TID Manager (s) not available under RISM. Interviews conducted for TID officers
	Ruzizi 2- Cyangugu (DRC Rwanda)	Formalised	Construction to start once space allocated		Construction being supported by COMESA under RISM. Funds for TID Manager (s) not available
Katanga	Kasumbalesa (DRC-Zambia)	Formalised	Available		
	Mokambo (DRC-Zambia)	Formalised	Available		
	Sakania	Formalised	Not set up		
	Kipushi	Formalised	Not set up		
	Kasenga	Formalised	Not set up		
	Pueto	-	Not set up		
Orientale (Ituri)	Aru (DRC-Uganda)	Formalised	Not set up		
	Ariwara (DRC-Uganda)		Not set up		
	Mahagi (DRC-Uganda)	In process	Not set up. Some loose traders association exists but efforts to set up have started.		Interviews conducted for the position of TID managers .
	Karombo (DRC-Uganda)		Not set up		

Tanganika	Kalemie (DRC-Zambia)	Not formalised	Not set up		

### III. SUPPORT UNDER THE GLTFP

8. Under the WB supported programme only South and North Kivu are being supported. The STR national focal point therefore informed the mission that DRC will seek support through other partners to implement the components of the STR at other borders. He indicated that a UK organisation (ELINA) is interested in working with them to implement the STR. Under RISM Funds, the Government of DRC through the Ministry of Economy and Trade has submitted a project to support the implementation of the COMESA STR with neighboring countries including Rwanda, Burundi and Uganda. The total cost of the project is EUR 500,000. 76% (380,000) will come from RISM whilst 24% (120,000) will be the beneficiary's contribution.

#### 9. Identified gaps

- Ahead of implementation of the STR it is expected that without clear sensitization among the stakeholders, the implementation of the STR will not reap its full benefits especially for the DRC;
- Funding of some TIDs under TfP coming to an end

### IV. RUSIZI DISTRICT

The mission noted that, the infrastructure is available at the border where the TID can be set-up and that one office is being used by MINICOM staff gathering data collection at the border. The TID Manager can work within the same premise as the MINICOM staffs, a proposal which was endorsed by the district authorities.

10. The mission recommends as follows;

- ***Extending the premise where the MINICOM staffs works to create additional space for the TID Manager but also for visitors in particular the small scale cross border traders with their goods.***
- ***Building public hygiene facilities nearby the border to accommodate the public at large in particular women as well as setting up a nursery to support women with children.***
- ***Equipping the TID with IT equipment and office furniture and solar panels***

#### Ruzizi I DRC

11. The mission noted the following with regard to this output

- The road leading to the border services is being upgraded and border services are to be relocated
- The government has started building a TID with support from RISM; in addition the equipment has been acquired and will be in place once the structure is completed. However, funds are not available for the recruitment of TID Managers
- There is space for the extension of TID facilities

**12. The mission recommends as follows:**

- **To support the DRC government in recruiting TID managers**
- **To complement the extension of the TID if required by either extending the office space or waiting area for small scale cross border traders**

**V. RUBAVU DISTRICT**

13. The mission noted the following with regard to this output;

- Following the relocation of border services, The TID is now located about 200 metres from border I
- The furniture and IT equipment were provided in July 2010 during the opening of the TID and have not been replaced. The provided items have since become obsolete.

**14. The mission recommends as follows;**

- **The TID be located in the upcoming newly built cross border market which will be near the border services and was pleased to hear the TID has been allocated a space in the new structure. The market is being built with the support of TMEA.**
- **The TID be supported with new IT equipment and new office furniture including solar panels if possible depending on the market design**

**VI. GOMA**

15. The mission noted the following with this output;

- The DRC government with support from the World Bank has started clearing the border “petite barriere” to make way for new infrastructure. As a result, the TID was shifted to a different space near the border and will be shifted again during the next phase of the construction works.
- The furniture and IT equipment were provided in July 2010 during the opening of the TID and have not been replaced

**16. The mission recommends as follows**

- **The TID be located in the newly built cross border market which will be near the border**
- **The TID be supported with new IT equipment and new office furniture services**

**VII. BUNAGANA DRC**

17. The mission noted the following with this output;

- The TID is located nearby the border close to the border services making it easy to monitor the crossing of small scale cross border traders
- The installed solar panels are currently out of service solar
- The furniture and IT equipment were provided in March 2011 during the opening of the TID and have not been replaced

**18. The mission recommends as follows**

- ***That any modernisation plan for the border ensures the TID be located nearby the border. This will facilitate the monitoring of movements of goods and people under the STR***
- ***The TID be supported with new IT equipment, office furniture and new solar panels***

## VIII. KASINDI

19. The mission noted the following with this output
- The border services will soon shift to be closer to the crossing point. A new border administration block has already been built with the support of the USA government through IOM
  - Erratic power supply is a hindrance to the work of the border services and support with generators/installation of solar power will greatly help
  - The border lacks street lighting/flood lights to enhance security of small scale traders at night.
  - The road infrastructure, parking and corridor for small scale cross border traders will be upgraded with the support of the World Bank
  - Main commodities traded include maize flour, coffee, livestock (many goats), pigs, eggs, tomatoes, sugar, fish enter DRC from Uganda, Others include plastics. Palm oil a major export commodity from DRC to Uganda
  - To be stronger, the CBTA needs sensitization and how to reach out to far flung members
  - Storage/warehousing facilities across the border in Uganda are too expensive, products get spoilt due to lack of storage
  - Lack of capital by small scale traders
  - Harassment by Revenue Officers to pay taxes makes women cross border traders use informal routes, including crossing the river which exposes them to hazards, including sexual harassment by the men assisting them to cross the river
  - Due to little capital women cannot afford good sleeping places forcing them to sleep on pavements. They lose money/goods through theft by street children.
  - Need for an outreach programme by TIDO to reach more members
  - Need for a market for traders
  - Need for toilet facilities
  - Need for literacy training as most of the small scale traders are illiterate
  - Install power/ internet at TIDO office
  - Need for regular interaction between the two sister country Associations

### 20. ***The mission recommends as follows***

- ***Solar panels which are more environmentally friendly and cost effective be procured to assist border personnel conduct their work***
- ***The TID be relocated to a new space near the border, a letter should be sent to the coordinating ministry to assist***

## IX. MAHAGI

21. The mission noted the following with this output
- The market for small scale traders is currently located about 3-4 Km from the Uganda border. Small scale traders trek this long distance to get to the market.

- Border services are even very far (**about 17-18 KM from border point**) from the first entry point into DRC and this partly forces small scale traders to use informal crossing points which exposes them to many risks
- All borders services are to relocate closer to the crossing point. A building for customs has been done with the support of the WB. Other services will relocate once funds available. Assistance is particularly needed for purchase of equipment. Use of power generators is too expensive; installation of solar power would help a lot.
- The formalisation of the CBTA not yet complete
- All manufactured goods sold on the DRC side of the border are imported from Uganda whereas nearly all food commodities are exported to Uganda. These include sugar cane, beans, coffee, and potatoes.
- Improved Border market is to be constructed through the GLTFP. Site has been identified where current market is located. However, this is considerably far from the border point.
- Infrastructure is currently a major hindrance to cross border trade and intervention by the World Bank will greatly improve the trade environment; moving goods mostly by motorbike across the long distance between borders is costly to small scale traders
- The mission also noted that there is considerably low trade activities witnessed at this border point by small scale cross border, except on the market days.

**22. The mission recommends as follows**

- **Support governments' efforts to relocate the remaining border services**
- **Have the TID established near the crossing point**
- **Provide funding for the improvement of the road, this will contribute to further trade facilitation**

**Annex 1: Current Status of TIDs**

<b>N0</b>	<b>Border</b>	<b>Existing TIDs under KFW payroll</b>	<b>TIDs phasing out from KFW payroll (effective from January 2017)</b>	<b>Number of TIDOs to be recruited under the GLTF project</b>	<b>Number of TIDOs to continue or be recruited under KFW payroll</b>	<b>Total Number of TIDOs to be in the desk</b>
1	Bukavu /DRC	0		2	0	2
2	Rusizi/Rwanda	0		2	0	2
3	Goma/DRC	1		2	1	3
4	Rubavu/Rwanda	1	1	2	0	2
5	Bunagana DRC	1		2	1	3
6	Bunagana Uganda	1		2	1	3
7	Kasindi/DRC	1	1	2	0	2
8	Mpondwe/Uganda	1	1	2	0	2

9	Mahagi/DRC	0		2	0	2
10	Goli/Uganda	0		2	0	2
11	Nkora/Rwanda	0			1	1
Total		6	3	20	4	24

***Recommendation***

***23. The GLTFP recruits 2 TIDOs in each of the 10 Project borders. Where it plans to have infrastructure KFW will continue to pay the 3<sup>rd</sup> TIDOs. The TIDOs supported by KFW will have slight different TORs as they will be requested to collect M&E data related to the markets to be constructed***

## **ANNEX 2 TERMS OF REFERENCE FOR TIDS**

### **MAIN TASKS:**

- a) Work with the COMESA Governance, Peace and Security team, notably the Trading for Peace (TfP) programme team to undertake all the aspect covering the proper management of the TID.
- b) Work in close collaboration with the programme stakeholders, mainly the National Focal Point from the Ministry of Trade , Industry and Cooperatives, border services, local authorities and legally recognized Cross-border Traders Associations or cooperatives that support small scale trade facilitation
- c) Assist small scale cross-border traders by:
  - Providing them with trade related information for them to conduct their business better;
  - Providing secretarial or administrative services to traders as well as members of the general public in terms of printing, photocopying, scanning and emailing at an agreed fee.
  - Availing to the public in general, and small scale cross-borders in particular, relevant documentation on COMESA or other partner's activities;
  - Guiding or acting if requested as an intermediary for all misunderstandings, disagreements and all forms of conflict or harassment involving cross border traders in their quest to export or import commodities/products
- d) To collect on regular basis data related to the project M&E system including information related to the usage and impact of constructed cross-border infrastructures;
- e) To collect information and data/statistics on the movement of cross-border traders and the volume of transacted goods on a regular basis in a professional manner in collaboration with the Immigration officers , the Revenue Authority and the other National Services at the border;
- f) To regularly collect data on the availability and prices of goods at local markets around the border in collaboration with the Revenue Authority and other key stakeholders
- g) Assist in the implementation of the Simplified Trade Regime (STR);
- h) Write weekly, monthly , quarterly and annual reports to the COMESA Trading for Peace Coordinator on the Desk's activities and give copy to the Notional Focal Point from the Ministry in charge of Trade & Industry;
- i) Work in close collaboration with the national and local CBTAs or Cooperatives , Government services and other partners to sensitize small scale cross-border traders on various topics including HIV/AIDS, STR, SPS issues, sexual violence and the importance of using the formal route when crossing the border;
- j) Keep a clear record on all information/data collected in electronic and hard copy version;
- k) Keep an accurate record of the account book including daily income (from the photocopier) and expenses and submit quarterly financial report to the Trading for Peace Coordinator with copy to the Trading for Peace Project Assistant.
- l) Collaborate and network with other Trade Information Desks and relevant services at the border to provide better, accurate information to the traders on the availability and prices of goods on markets in the region;
- m) Maintain a good relationship with all services on both sides of the border;
- n) Assist in the preparation of each TfP mission and any other activities undertaken by COMESA personnel at the border;
- o) Ensure that the opening hours of the TID are from 08:00 – 17:30 Monday to Friday.

**REQUIRED CONDITIONS:**

- (a) At least a recognized diploma of high school;
- (b) Be well informed of customs and other cross border procedures at all times.
- (c) Be familiar with cross-border trade;
- (d) Not to be a leader of a political party at any level;
- (e) Computer literacy (MS Word, Excel and Internet);
- (f) Have a good judicial background;
- (g) Being a member of the Cross-Border Traders Associations would be an advantage
- (h) Be a resident of border region or accept to reside near the border