

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

<b>1</b>	<b>SINGLE RAIL CLEARING FACILITY – Passengers and Freight</b>
<b>1.1</b>	<b>LOCATION</b>
<b>2</b>	<b>Komatipoort/Ressano Garcia Passenger Station</b>
<b>3</b>	While a single clearing facility for passengers does not exist, such single facility should preferably be established at Komatipoort station, from a logistical perspective best suited for such facility. As an alternative Ressano Garcia station could also be considered. Considering the current approved modus operandi on clearing of traffic internationally consigned NO clearing facility is required at the border between South Africa and Mozambique.
<b>4</b>	Komatipoort Station or Machava, at Ressano Garcia
<b>5</b>	This is academic and a good concession bargaining tool when entering into negotiation...
<b>7</b>	Ressano Garcia
<b>8</b>	At Komatipoort, or closer to border where there are enough space to accommodate the buildings
<b>9</b>	Komatipoort
<b>10</b>	RESSANO GARCIA
<b>12</b>	South Africa Side
<b>15</b>	At RSA side, Komatipoort Station
<b>18</b>	Komatipoort Station, Infrastructure better
<b>19</b>	Komatipoort or Ressano Garcia
<b>20</b>	Current
<b>22</b>	Mozambique side of the border to assist with job creation and development
<b>25</b>	Komatipoort. Grindrod own a property where the rail goods used to be cleared previously.
<b>26</b>	Lebombo / Ressano Garcia / Freight: Export KM 4/Port bound /Transit goods:Lebombo Border Dry Port
<b>30</b>	Joint clearing where infrastructure & systems will be best put up in shortest possible time & cost - BUT have to find solution in interim to restore through passenger train on corridor - cannot continue to shutte 5,000 passengers over festive period by taxis to border post

<b>1.2</b>	<b>SUGGESTED OPERATIONAL MECHANISMS / EFFICIENCIES</b>
<b>2</b>	<ul style="list-style-type: none"> <li>* Quick clearance of passengers from passenger station crossing the border</li> <li>* Single Port of entry will ease the congestion volumes at the port of entry at the border</li> <li>* During Easter/Festive season Shosholoza Meyl is the largest Passenger transport bringing Mozambican nationals home</li> <li>* Special permit to be awarded to taxis taking passengers from Komatipoort station to the border for quick clearance of crowd volume</li> <li>* Satellite Immigration, SAPS, Customs, SANDF, ALFANDEGAS offices to be established</li> <li>* Establish good working relation with CFM *Sector planning to be done in advance and be well executed</li> <li>* Encourage rail transport passenger/freight) to minimize road congestion and death fatalities in the road</li> </ul> <p><b>2</b> * All stakeholders to be involved in the Maputo Corridor Strategy</p>
<b>3</b>	<ul style="list-style-type: none"> <li>• Currently no through passenger trains are consigned beyond Komatipoort to/from Maputo (Mozambique).</li> <li>• Should passenger trains be consigned from the Spoornet network to the CFM network, including the envisaged implementation of the Blue Train to Maputo in 2008, it would be necessary for a “one stop clearing service” to be established, preferably at Komatipoort station.</li> <li>• The benefit to be derived from a single clearing facility would not only be limited to the smooth interchange of passenger trains and expedite shorter throughput time on passenger journeys but also contribute to the quick clearance from passenger station of passengers crossing the border. During Easter/Festive season Shosholoza Meyl is the largest Passenger transport mode, facilitating largely the return home of Mozambican nationals.</li> <li>• Single Port of entry will furthermore ease the congestion volume at the port of entry at the border.</li> <li>• Further contributing factors to efficient passenger rail operations include: <ul style="list-style-type: none"> <li>Strengthening the working relationship with CFM</li> <li>Sufficient sector planning to be done in advance</li> <li>Encourage passenger rail transport to minimize road congestion and fatalities on the road</li> </ul> </li> <li>With regards to Freight traffic Spoornet adheres to the conditions stipulated in the Customs and Excise Act stating that amongst others Spoornet may not deliver or remove import or export traffic before the necessary proof has been provided.</li> <li>Clearing of goods, consigned by rail, conducted at the border is not only contradictory to the current Customs Act but would also have a detrimental influence on scheduled rail services, adversely effecting tonnages consigned and</li> <li>• For rail transport to be competitive as preferred mode of transport</li> <li>• To eliminate unnecessary congestion at the borders and</li> <li>• Contributing to expedited rail operations,</li> </ul> <p><b>3</b> the modus operandi of clearance being done at the originating/destination station on the Spoornet network is to be maintained.</p>

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

1	<b>SINGLE RAIL CLEARING FACILITY – Passengers and Freight</b>
4	Direct movement of cargo and or passengers from Komatipoort / Machava Station to be handled by dedicated locomotives issued by CFM from Nelspruit to Machava Permanent SARS / Immigration / SAPS / Agriculture / Alfandegas / Migracao / Mozambique Dept. of Agriculture to be based at Komati / Machava Station Cargo must be cleared within 48 hours of passing through Komatipoort
5	One entry, One border, One set of officers from both sides of the border. Unique export/import entry document used also for clearing in Mozambique and vis versa. Pre-clearing from major points of departure; i.e. Johannesburg, Maputo, Durban, Beira..etc.. IT driven process Random inspections, one hour standing max time Cancellation of Frigo/MTC for single entry loads (one commodity) Dedicated Truck lane on both side of the borders
7	Different working corridors for tourist groups, individuals, freight and visas. Freight should be on a different location than local passengers as to avoid delays and confusion
9	Existing infrastructure already exists
10	Immigration and customs officers travel in the train from Maputo to border and return, as is done between Zimbabwe and RSA
11	A jointly staffed independent terminal again would be advisable. This need not necessarily be a new facility but does need to be secured and guarded. Consideration also needs to be taken of slow moving trains and people who "hop-on" to freight trains. A clearing area would be necessary where cargo can be checked. The staff would have to be screened when entering and exiting so as to stop any smuggling of any illegal goods whether they be contraband or otherwise. It might be necessary to look at a completely independent service provider who tenders for the job and is only given a 3 year contract which has to be re-tendered for at the end of the 3 year term. If their service delivery is not up to scratch then they can have their contract terminated. This would have to be overseen by the responsible authorities.
12	No need of changes in terms of operationality
14	Passenger rail, ticket confirmed with Bar Code linking Passport. Conductor checks all Bar Codes and passports on route. Scanned during entry to train, limited door entrances for boarding. These results are downloaded via a portable scanner to central office. Commercial wagons are sealed from dispatch and verified by coding at clearing facility. Once at destination, clearing scanned and opened for verification and duties. All information verified by link to data base
18	One Computerised system on barcode. Currently too many documents. Mozambique DU's up to 8 pages which is unnecessary. Clearing Agents should have more responsibility and be policed more efficiently by SARS and
19	Clearing and all documentation to be done in an integrated format complying to requirements of both countries at single location.
22	One station with 3 sidings to ensure flexibility of wagon movement. Operating hours for clearing of goods should be 06h00 – 18h00. 24hour removal of wagons with cleared docs. Flexibility will assist this process. One office block with in and out entrance with both RSA & MOZAMBIQUE clearing agents & customs on duty.
24	Infrastructure that will facilitate rail movement but also allows for regulatory control to be enforced by the border control agencies such as Customs, immigration, etc Facility to allow for rail cars to be stopped and inspected with out impeding the movement of the entire rail shipment of all other clients Facilities that allow for Passengers to be assessed and rummage to be carried out on the trains Computer interfacing between the different customs authorities which will allow for the exchange of information as well as enhance the concept of one stop border post Rail line to be designated as only point of entry exit and there is to be no other The control facility for the Customs agency is to be a sterile area; Offices to be created for border control offices to man the station 24/7 Interfacing between the rail authority and border agency authorises to electronically interface on entry/exits Mandatory pre arrival/pre exit Electronic declarations to be legislated Unpack/repack facilities Facilities to house the clearing fraternity; Creation of a border control authority that will be empowered re the logistical management
25	Passengers and goods to be separated. Both SARS and Alfandegas on site and documents to be EDI to both countries. Clearing to be swift. Customs inspections and supervision to be performed at point of loading and the rail carriages sealed. This to apply for both imports and exports.
30	Joint clearing by officials on train while in transit - simplified documentation/procedures

INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR

<b>1</b>	<b>SINGLE RAIL CLEARING FACILITY – Passengers and Freight</b>
<b>1.3</b>	<b>OTHER</b>
	<ul style="list-style-type: none"> <li>• Requirements of Immigration law in terms of ports of entry</li> <li>• Jurisdiction to be considered</li> <li>• Funding of required investment to facilitate one stop clearance</li> <li>• Intention to have through passenger service on normal passenger trains (as well as the Blue Train as early as 2008) to be furthered between Spoornet and CFM subject to legislative constrains being satisfactorily addressed</li> </ul>
<b>3</b>	• Relevant consideration to be taken of 2010 perspective
<b>5</b>	Full audit required to evaluate current situation and action plan taken on both sides
	Overall, I think the location is there but the organization must be different. It is important that all different passengers needs are addressed. In terms of passengers I do not see the need for the document one needs to fill in with passport details at this stage They are supposed to be scanned already.
<b>7</b>	In peak periods like Easter and holidays, more people should be allocated as to avoid the countless rows.
<b>14</b>	Planned areas should be conducive to having offices for official clearing and customs and police. Also a yard for goods on hold and refrigerated terminal. Refrigerated wagons should be adaptable for connection during over night or hold for clearing.
<b>17</b>	Rail has been out of control for over 15 years. New stop for SARS and Immigration should be established at border. Current dependence on Maputo/Germiston is not satisfactory. Otherwise joint check in SA and Mozambique on point of embarkation and point of arrival. Our membership is clearly not happy with the current situation - people and product .....
<b>26</b>	Cost is a major factor to take into account. Who will fund the new multi million Rand infrastructure? If the consumer and user must pay then the cost component in the Maputo Corridor will not be competitive with other corridors.
<b>11</b>	I suggest that a new rail terminal be built for this so as to stop cross border violations, people smuggling, etc. A lesson can be learnt from the scenario between the UK and France and the Chunnel. They had a huge problem with illegal immigrants and had to resort to X-ray if I am not mistaken.
<b>30</b>	Freight working well as is - passengers non-existing - world practice - do immigration and customs clearance while in transit - if not a one stop/joint clearing where infrastructure & systems will be best put up in shortest possible time & cost - BUT have to find solution in interim to restore through passenger train on corridor - cannot continue to shutte 5,000 passengers over festive period by taxis to border post

## INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR

<b>2 SINGLE BUS / TAXI CLEARANCE FACILITY</b>	
<b>2.1 LOCATION</b>	
<b>4</b>	KM4
<b>5</b>	Academic..
<b>10</b>	Komatipoort
<b>11</b>	Because of the terrain it might be wise to have this on the Mozambican side. This would have to be secure and with both entrance and exits also secure. Spot checks can be made by either side's authorities.
<b>12</b>	Lebombo border
<b>14</b>	The current airport in Komatipoort.
<b>15</b>	At Komatipoort taxi rank near customs at old airport
<b>18</b>	A new facility should be built where more space is available. There should be separate ports for trucks, bus/taxi, single car tourists and persons on foot
<b>19</b>	Komatipoort/Ressano Garcia
<b>20</b>	As close as possible to border post but with separate access.
<b>22</b>	Just after no mans land on the Mozambican side on the side of the current drive through
<b>23</b>	Lebombo Border Post
<b>25</b>	Well separated from any commercial goods. We certainly don't want pedestrians between motor vehicles on car carriers.
<b>26</b>	At Border post and Ressano Garcia with the multi lane facility.
<b>30</b>	Important to split busses and taxis - in fairness of travelers - position immaterial as long as it is a one stop joint clearing process, with ample parking for busses and taxis with refreshment- and toilet facilities for passengers

<b>2.2 SUGGESTED OPERATIONAL MECHANISMS / EFFICIENCIES:</b>	
<b>4</b>	Vehicles to be escorted by an entity appointed jointly by the Lebombo and Ressano Garcia Border, I believe this should be done by Immigration and Migracao. No Busses / Taxis must be permitted to pass via KM4 without a released gate-pass from both SA / Mozambique authorities This location is critical to the efficient operation of both border posts, these vehicles contribute to congestion not only with regard to parking but to the actual processing of passports
<b>5</b>	Would like to point out that entry in SA (and exit from Mozambique) is extremely porous and yet the system is tedious and long...

## INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR

<b>2</b>	<b>SINGLE BUS / TAXI CLEARANCE FACILITY</b>
<b>6</b>	Separate check points for (a) commercial travelers (b) pedestrians (c) tourists + holiday visitors (d) business travelers. Consider operating like normal toll gate. Combined building in South African side or Mozambican side or vice versa.
<b>10</b>	All services in Komatipoort to be targeted at this sector, with proper parking for buses
<b>11</b>	Similar to the train system, a secure clearing area with all the checks and balances should be in place. The present two border posts cannot be utilised unless temporary facilities are made while those are demolished and rebuilt into a one-stop-shop.
<b>14</b>	Central immigration post should again have a bar coded vehicle tag for monthly use verified by electronic scanner and radioed back to central office system. All passengers should be manifested into existing taxi or bus operator license, the responsibility then falls on the operator to insure all passengers are legal, and prechecked. At border post the manifest is checked and scanned into system with each passengers bar coded sticker, duplicated by operators bar coded vehicle. Regular operators and passengers will then retain the bar code which is endemic to passport number for the used border post only. This applies to regular SA citizens who travel with their own vehicles to Mozambique, difference is that they can receive GPRS auto scanning at gate duplicated by passport scan. A printed gate pass ticket can be printed and signed off by security.
<b>17</b>	Proper formal border control procedures need to be followed - current system is ad hoc. Immigration and customs forms should be available at last fuel outlet to facilitate paperwork. Group and individual entries can be separated on the Mozambique side, which could
<b>18</b>	Abolish "entrance fees" Have one system to scan passports & paperless vehicle import. Issue barcode to paste on windscreen/specific place on car or booklet to be carried and authorities can scan anywhere to verify legality
<b>19</b>	All documentation to be done complying to requirements of both countries at single location.
<b>22</b>	Big area where buses are cleared on one side and taxis cleared on the other side. Joint effort from both countries on staff
<b>23</b>	What causes the frustration at the border posts is the long queues of pedestrians and the very slow processing time of the officials and systems. All that people want who are doing business or going on holiday is they require fast efficient service. Therefore if the pedestrians can be catered for elsewhere, it will alleviate the long queues. Once the long queues have been catered for there must be clear instructions/directions on what procedures to follow. It is very irritating and time consuming when the one day you have to do this and then the other it has changed and you have to do something else.
<b>24</b>	Will not be too dissimilar to rail input, with the exception that these modes must operate in tandem with road freight at the designated
<b>26</b>	Passengers only. Goods to a limited value per person.
<b>30</b>	Ideally passengers should not leave busses/taxis - look at most efficient way through utilization of systems and electronica to process groups of passengers, without impacting on other border crossers

## INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR

<b>2</b>	<b>SINGLE BUS / TAXI CLEARANCE FACILITY</b>
<b>2.3</b>	<b>OTHER</b>
<b>4</b>	Alternatively all bus / taxi passengers to be processed through the Immigration facility at the SA border. Immigration could have a separate office where these passengers report, preferable that Mozambique immigration form part of this office to process passports. The passengers "walk through" the border via the bulk passenger "terminal", sufficient parking must be supplied on both the SA and Mozambique border. The risk involved for the South African authorities is minimal
<b>5</b>	Full audit required
<b>6</b>	Better restroom facilities, tuck shop facilities, and a bigger, better parking area.
<b>11</b>	Private Users: Frequent users should have an electronic tag system or drive by where, if necessary, they can be pulled over. Clearance should be allowed to be pre-done by an authorised "Agent" on a similar basis. It would help that all road tax, etc also be done as at toll gates.
<b>14</b>	A portable radio electronic scanner can be mobile for spot checks between border posts. Even a random check could be established between destinations.
<b>18</b>	To be on the mountain slope is ridiculous. Build a facility down on the river bank to create space. The parking alone is a mess especially during peak tourist season. Have a port for each category. Control people on foot with a "turn gate" and fenced corridor.
<b>23</b>	Allow for ample parking which will alleviate the congestion of vehicles around the administrative building
<b>30</b>	Important to split busses and taxis - in fairness of travelers - position immaterial as long as it is a one stop joint clearing process, with ample parking for busses and taxis with refreshment- and toilet facilities for passengers - look at integration of Cross Border Agency Passenger lists to that of border post departments

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

<b>3</b>	<b><u>SINGLE ROAD FREIGHT / GOODS CLEARANCE FACILITY</u></b>
<b>3.1</b>	<b>LOCATION</b>
<b>4</b>	Existing facility
<b>5</b>	This is academic and a good concession bargaining tool when entering into negotiation..
<b>8</b>	In Komatipoort, with a separate access route across the border
<b>9</b>	Komatipoort
<b>10</b>	Komatipoort
<b>12</b>	Mozambican side- Km 4 Customs post
<b>15</b>	At existing Komatipoort customs clearing area (old airport)
<b>19</b>	Komatipoort/Ressano Garcia
<b>20</b>	Close as possible to facility, but with separate access
<b>21</b>	Eastbound at Ressano Garcia, Westbound at Lebombo
<b>22</b>	Current Komatipoort clearing area
<b>25</b>	Airfield possibly satisfactory, but with better facilities for agents and drivers.
<b>26</b>	KM4 for commercial clearing into Mozambique and port bound and transit goods at existing Facility at Lebombo Border Dry Port
<b>28</b>	Airport site at Komatipoort is best suited for the one stop border post
<b>30</b>	Passengers at current position with new oosbp facilities & joint clearing - commercial freight at newly build osbp at KM 4 - ensuring that investors of both countries get opportunity for commercial opportunities such as truck stop; facilities for agents; drivers accomodation; hotels; restaurants; truck services such as cleaning; maintenance and repairs; etc

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

<b>3</b>	<b><u>SINGLE ROAD FREIGHT / GOODS CLEARANCE FACILITY</u></b>
<b>3.2</b>	<b>SUGGESTED OPERATIONAL MECHANISMS / EFFICIENCIES:</b>
	<p>Sufficient parking at the border for commercial vehicles only!          Separate Immigration facility for commercial vehicle drivers only!          A single border post at KM4 for commercial traffic will create problems w.r.t communication / basic services / legislation / and jurisdiction issues. Not only for the SA authorities but for agents and other parties involved with trade between both countries.  <b>4</b> The commercial facility has proven to be working extremely well in festive periods handling a major flow of traffic, with a joint operation for clearing and processing the most suitable area is either the existing facility or a facility at the border post, there is also an area close to the river that could offer enough space to develop a new facility that could accommodate both operations on both sides of the border.          This should be the ultimate solution, there will be no issues w.r.t. jurisdiction, services or any other auxiliary services currently in use at the both the borders.          There will be no issues w.r.t. "round - tripping", once through the border, the cargo is the responsibility of the host country</p>
	<p><b>8</b> Trucks and cargo to be cleared at the BP Garage near the Border Post on the SA side.          Heavy vehicles must not pass through the passenger/tourist clearing point at all. They should be diverted on a different road and cleared on a separate route. Persons with freight get clearance from both countries, after receiving clearance freight is "locked" with specific tags to ensure no tampering. Freight then directly cross the border.</p>
	<b>9</b> Separate customs and immigration for passengers and freight. Customs and immigration on one premises. Imports and exports in one
	<p><b>14</b> All goods could be pre-paid on both South Africa and Mozambique customs and clearing would happen before trucks arrive as there will be pre-cleared documents available by online documents forward to the border 24 hours before arrival, built into the scanning system.</p>
	<p><b>18</b> Have an X ray operated by Toll operator and build into toll fees. Truck moves through X ray. Move towards paperless imports/exports by issuing a code linked to customs computer. Hard copy can be printed by entering code.</p>
	<b>19</b> Clearing and all documentation to be done in an integrated format complying to requirements of both countries at single location.
	<p><b>20</b> Pre-clearance of goods          Use scanning technology to obtain driver, vehicle owner and contents information. Include overnight truck stop facility on each side</p>

### INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR

<b>3 <u>SINGLE ROAD FREIGHT / GOODS CLEARANCE FACILITY</u></b>	
<b>21</b>	<p>spells out in detail how the one-stop border post is to operate. Much of the content will apply to Lebombo/Ressano Garcia</p> <p>There are also two proposed additional items of legislation; one each for Zambia and Zimbabwe, that enables the authorities of both countries to implement the one-stop border. This legislation is probably applicable to SA and Mozambique.</p> <p>Ensure that the border is open from at least 6am to midnight, for commercial clearing. These times also to apply to Frego and Komatipoort.</p> <p>Pre-clearance to be available for both Eastbound and Westbound goods clearing.</p> <p>Transit bond to be implemented; to enable freight forwarders to raise the bond either in Maputo or Gauteng, or other point of departure. Not sure if this already applies.</p>
<b>22</b>	Same process as currently practiced with only exception being that all clearing takes place right there for both countries. Meaning the vehicle only drives through the border
<b>25</b>	Agents for big corporate clients and serious corridor users to be separated from the small operators.
<b>26</b>	Quick lane at Border post to allow trucks to use own lane and pass all the gate formalities.
<b>8</b>	Should be a kind of drive through, where both countries officials attend to the crossing as one, and members of public do the necessary clearance at one central point. Passengers and freight should use different access routes all together. By creating a one stop service, there would be less fraud by the officials, asking for import taxes one items that are excluded.
<b>20</b>	<p>Scanning once for both countries</p> <p>Pre-clearance for frequent travelers and tourists to minimise time at border post</p> <p>Only search random vehicles ONCE. Objective to facilitate trade and support tourism not only to catch criminals</p>
<b>26</b>	<p>attached plan)</p> <p>Transit goods and Port Bound at LBDP with a fast lane at border post (slip way past all the gates) .</p> <p>Commercial goods for import into Mozambique past slipway to KM 4</p>
<b>30</b>	Optimise technology to ensure fast drive through lanes, where departments and countries systems are integrated to ensure single processing of passport with information transfer then updating other departments - with one payment point and funds transferred between departments

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

<b>3</b>	<b><u>SINGLE ROAD FREIGHT / GOODS CLEARANCE FACILITY</u></b>
<b>3.3</b>	<b>OTHER</b>
	<p>The financial loss implication of the last facility will be a bare minimum, this facility will only be utilized by commercial vehicles. The turn around time will be improved due to monitored systems by agents, direct communication - line of sight will assist with accurate information</p> <p>The border crossing for commercial vehicles at this facility will assist with diligent procedures, and avoid time consuming queues between bulk passengers</p>
	<p>As already stipulated, there should be a separate crossing for freight. One of the biggest frustrations is the heavy vehicles blocking the border post in Mozambique</p>
	<p>It may be advisable to contract a monitoring project for the border, including Frego and Komatipoort. This will give baseline data to compare against as improvements, including one-stop, are implemented. It will also assist with identifying where the major delays occur.</p>
	<p>Personnel must be trained to act professionally and understand their roll in the chain of commercial effectiveness.</p>
	<p>Cargo: As above, but with the incorporation of RFID enabled container bolt seals. Goods should be sealed at origin, in line with CSI , C-TPAT and WCO recommendations and electronically audited as they pass through a border post either on rail or on an accredited truck haulier.</p> <p>In summary all business cases for both industry and dictate the use of technology to enhance the border crossing procedure. The state would have to invest in a common reader technology for all relevant departments involved for eg: DOT, SAPS SARS. This will enjoy the benefits of economy of scale and maintenance whilst the public would invest in the tags, ranging from R5 for a vehicle</p>
	<p>Widening of the border is urgently needed on both sides Segregation of passenger traffic from freight traffic Approaches to the border crossing also need to be widened to prevent congestion caused by pedestrians, hawkers and taxis. Re-design of entire port of entry required. Traffic flow on both sides must be controlled</p>
	<p>Simplified process flows to ensure fast movement of passengers and goods on pre-clearance basis for commercial passengers,</p>

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

<b>4 GENERAL INPUTS / RECOMMENDATIONS:</b>	
1	Do make sure that it will become a real ONE-stop border stop facility! Even at Giriondo - the border post inside the Kruger / Limpopo Park - which opened last year(?) - it hasn't been possible to establish a proper one-stop border post. There is just one building, and a rather limited number of travelers passing per day, still one cannot handle all documents for both countries in one go, but has to park first on one side of the border and handle the "export" documents there; then get into ones car, drive some 50 meters(!), park again, and then start all over with the "import" formalities on the other side.
30	Border crossing must be a pleasant experience for all where the dignity and human rights of all persons must be better or at least equal to that at Olver Tambo International Airport - hence clear identification of various classes of border crossers to ensure sufficient attention to needs and requirements of each class to ensure sufficient infrastructure, system and staff compliment to deliver such service - it is important to ensure transaction and operatial bench marks and to ensure the operational and staff competencies are matched with that i.e. max time per individual spend in border crossing experience and how to facilitate that, which will enable sufficient point and staff planning over various highs and low periods through the facilities.
30	There has to be a permanant performance measurement process in place to monitor efficiecies with short enough intervals to implement corrective measures in an ongoing manner - i.e. when passengers in a vehiclle waits longer than 10 minutes - increase joint processing points - to achieve this it is crucial that state of the art technology is implemented and staff adequately trained off the job to ensure maximum efficiencies - 'where possible do away with any forms to be completed and small currencies to be paid - this corridor still has high level of illiteracy and language challenges and poor handwriting any how distorts information recording and capture - intelligent chips must be encouraged at same time as trasion to OSBP.
3	Follow-up deliberations suggested between Spoornet Departments directly involved i.e. Commercial Services (on goods) and Shosholozza Meyl and Blue Train (passengers) and BCOCC/MCLI in collaboration with various stakeholders such as : <ul style="list-style-type: none"> <li>• Home Affairs</li> <li>• Customs (SARS)</li> <li>• SA Police Services</li> <li>• Department of Agriculture</li> <li>• Neighbouring Countries</li> <li>• Railway Administrations</li> </ul>
4	A Joint border post at the existing facility is possible, constraints of all parties will be eliminated should the border post be upgraded and enhanced to host both countries at the same location, the current border area is perfect. The current facility need to be destroyed and completely rebuilt.
8	Extra documents should be available to allow completion beforehand to save passengers and tourists time at the border post. Officials of both countries should work next to each other. This would lessen the incidences of fraud and corruption. It is recommended that one gate pass be issued and that cars and trucks only stop once to be cleared, preferably without drivers getting out of their vehicles. If a visitor to Mozambique could get clearance in one building within 20 -40 minutes from both countries, more visitors will go to Maputo for a weekend for example. Person should go to the designated area with their passport and other relevant papers, where both countries officials sits next to each other, as persons' documents are stamped by the RSA official it is immediately given to their Mozambique counterpart. On leaving the building Customs Officials from both countries do their clearance together at the specific vehicle, and once gate pass is given; person immediately crosses the border. The amount of paperwork should also be standardized, but should also be available before the border post, this would enable visitors to complete these forms before hand, and thus speed up the process.
9	If the one stop border will only be operational in the latter part of 2009 what do we do in the interim?
11	I believe that this is long overdue and that every effort must be made to expedite this as soon as possible as I believe that a huge amount of business and money is lost due to unnecessary delays or rerouting of schedules.
12	In order to avoid the long queues of vehicles and individuals at single border post must include the migration authorities and plenty of computers.

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

4	<b>GENERAL INPUTS / RECOMMENDATIONS:</b>
13	<p>Undoubtedly Freight and passenger clearance has to be split to separate locations. Trucks, busses, taxis, pedestrians and cars should not share any part of the route through the border. There is absolutely no reason why there have to be two posts – they should be combined into one. Stop at one counter which has one system that posts information to the SA side and the Mozambique side. All computerized into one system with EFFICIENT operators. Do regular checks of efficiency and the number of transactions processed by an individual to evaluate such persons performance. Learn from franchises such as Kentucky and McDonalds about their systems and efficiency measurements. Develop benchmarks of performance and keep to them mercilessly.</p> <p>The number of forms and procedures should be streamlined into the one stop counter above with no forms or just one simple one pager only if absolutely necessary. No separate immigration, customs, road etc. If fees are to be paid this is done at the one-stop counter and credited to different countries.</p> <p>The existence of “guides” who you have to pay a going rate of R100 per passport to “help” you through the Mozambique side should be eliminated completely. This is common practice and all the I travel this route regularly and at present it takes an average of 90 to 120 minutes to get through both sides as a tourist. This means that I think twice about going whereas I could drive to Maputo. In this modern age the technology exists to streamline the current antiquated systems, it should be possible to get to a system where a motorist does not have to leave his car (many problems as</p>
14	Each customs and immigration officer can have their operation personalized with a scanner and thereby maintaining accountability by official to code of conduct and law.
15	Utilise existing border area for pedestrian and car transport control only
16	<p>Something urgent needs to be done on the Mozambique side regarding the so called "runners". They have created a business for themselves and they seem to have free movement between the borders in 'collecting' clients and they obviously use their contacts to bribe officials. It is also very clear they manage to convince the officials to keep a blind eye with vehicle inspections and inspections of goods transported through the border.</p>
17	<p>Rules continuously broken - why no discipline?  Management intentions are not taken seriously by operators and officials on both sides.  SARS must be more pro active in this border (incoming and outgoing) and even they must be sure that they are on top of their game.  SAPS and others quite useless.....</p>
18	Most important issue here is to manage the people driving whatever system is used.
19	Documentation for cars and LDV's to be done on a single desk basis
21	The intention is for vehicles to clear the border quickly and thereby negate the need for large parking infrastructure.
22	<p>Only one document for MOZ vehicles to be accepted as per RSA vehicles. Pedestrians should have a single walkway with tollgate like entrance of +/- 4 to serve them. They should be separate from the normal vehicles and busses to ensure no one jumps the border.</p> <p>Security around the areas must be highly visible and ensure that no elements of destruction enter to make this a bad experience. It should be a joy crossing the border and not a stressing session of how long is it going to take. General travelers with vehicles should also have their separate clearing area. The staff on duty must also be increased to ensure a smooth continuous flow of vehicles and people</p>
23	Please can this project be implemented sooner rather than later. I would also recommend continued training from both sides on customer relations, where sometimes one is looked at like a piece of dirt, instead of a pleasant smile or just a friendly greeting. Officials must also learn that it is totally unacceptable to shout at each other, get distracted whilst attending to customers, almost as if it is too much effort to be working.
25	It is imperative that corridor clients have a warm feeling when they visit this facility. The current scenario is a big no no. This facility must be safe, efficient and effective. There must be synergies between SARS, Immigration, Border police, Vehicle theft branch and Alfanegas. They must work together instead of all doing their own thing. How about some friendly staff?
26	The existing infrastructure can be used with proper planning without spending millions for new infrastructure. The cost to use this corridor is a major factor and cannot be inflated with infrastructure that can become redundant when SADC agreements are implemented.SADC agreements must be taken into consideration in the planning of the infrastructure.

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

4	<b>GENERAL INPUTS / RECOMMENDATIONS:</b>
27	<p>Tenacent SA has for the last 3 years been canvassing the adoption of a common secure low cost RFID technology to be adopted to enhance the free flow of goods and travelers crossing border facilities.                  People: Register and allocate frequent travelers with tamper evident RFID enhanced documentation.                  Advantages: Source of authenticity audit, no counterfeiting, and fast data reconciliation.                  Assets: All assets, if brought into either country are subject to duty and VAT if they remain in the country. Register all transit assets using tamper evident RFID tags. The tag is to become a permanent feature of a vehicle for instance. This falls in line with the SA NDOT to issue all license disks with this facility installed on a vehicle's windscreen. This allows for easy audit of assets in and out of both countries and curbs all criminal activity due to source authenticity and issue audit.</p>
28	<ul style="list-style-type: none"> <li>o Immigration and customs controls should be done simultaneously; both SA and Mozambique in one place</li> <li>o Need for joint planning for one stop border post by Mozambique and South African stakeholders</li> <li>o Time wasted by drivers at immigration is phenomenal</li> </ul>
	<ul style="list-style-type: none"> <li>o Investigate the CANPAS (Aviation Travel Card) in Canada. Pre-registered clients (frequent travelers) combined with biometrics.</li> <li>o Mozambique Border needs electronic drive through</li> </ul>
	<ul style="list-style-type: none"> <li>o Space limitations at current Lebombo/Ressano Garcia border post for parking and future development.</li> <li>o High congestion at border posts result in long crossing times for trucks, busses and passenger vehicles.</li> <li>o Passengers have to queue outside in the sun in extreme temperatures due to lack of appropriate infrastructure to facilitate current high freight and passenger flows through Lebombo/Ressano Garcia.</li> <li>o Need to distinguish between port bound traffic and commercial traffic and provide relevant facilities</li> </ul>
	<p>Recommendations:</p> <ul style="list-style-type: none"> <li>o Urgent need for all stakeholders to be involved in planning of one-stop border post at Lebombo/Ressano Garcia to be completed before 2010, which was mandated by heads of States on 28 June 2006.</li> <li>o In the interim move trucks away from border under surveillance to dry port for customs and immigration clearance to prevent bottle-necks at the congested frontier.</li> <li>o In the interim separate trucks/busses and passenger vehicle lanes during high traffic flow periods to ensure safety of all border users.</li> <li>o In the interim separate immigration clearance for tourists, commuters, diplomats and business travelers and immediately remove all runners from the frontier – also those running for the agents who pressurize other travelers to use their “services at a fee”.</li> </ul>
	<p>Communication and Transparency:</p> <ul style="list-style-type: none"> <li>o Lack of clarity/ transparency in progress towards one stop border post at Lebombo/Ressano Garcia.</li> <li>o Lack of development guidelines for all border posts between Mpumalanga and neighboring countries.</li> </ul>
	<p>Recommendations received:</p> <ul style="list-style-type: none"> <li>o Need for border crossing information guidelines, viz. standard operating procedures for cargo and crossing procedures for passengers.</li> <li>o Need for a presentation on role and function of BCOCC</li> <li>o Need for clarity on the impact of the mandated one stop border post on the current cargo clearing facility at the old Komatipoort Airport from BCOCC and SANRAL.</li> </ul>
29	<p>Operational Inefficiencies:</p> <ul style="list-style-type: none"> <li>o Regular congestion at border posts due to staff inefficiencies as well as computer and system inefficiencies</li> <li>o Border crossing slow at Lebombo Border (SA's immigration side)</li> <li>o Slow truck turn around times not facilitating reducing cost of transport and doing business on our corridors</li> <li>o Lack of sufficient personnel to clear passengers timely</li> <li>o Personnel at frontiers generally inefficient; demotivated and unfriendly</li> </ul>

**INPUTS ON THE ONE STOP BORDER POST FACILITY ON THE MAPUTO CORRIDOR**

4	<b>GENERAL INPUTS / RECOMMENDATIONS:</b>
	<ul style="list-style-type: none"> <li>o Lack of a single managing department with single manager for freight and passengers for both countries results in lack of coordination and unresolved customer complaints and poor perceptions of public sector,</li> <li>o Lack of co-ordination of border post departments, agencies and procedures</li> <li>o Excessive time to process documentation due to complex multiple documents in different languages.</li> <li>o Limited operational hours for passengers</li> <li>o Limited commercial cargo clearing hours do not facilitate trade</li> <li>o Delays and long clearing hours at the border post due to procedural inefficiencies results in extended turn around times of commercial vehicles</li> <li>o Poor information systems' integration and systems' facilities at border post</li> <li>o Lack of harmonization of improvements at border with neighbors i.e. SAD500 implemented by SA but not by neighboring countries</li> <li>o Lack of uniformity of clearing procedures in various countries</li> <li>o Lack of alignment of development plans between Mozambique, South Africa and Swaziland around border posts</li> </ul>
	<p>Recommendations Received:</p> <ul style="list-style-type: none"> <li>o There is need for immediate action as interim measure for congestion and time spend to cross border – (processes, staff, documentation and procedures) until such time as one stop border is a reality at Lebombo/Ressano Garcia</li> <li>o Need 24 hour facility and staffing to do away with peaks after opening hours for passengers and accidents in rush before closing hours, which will in total reduce number of staff per shift at the border, since staff will not be based on peak opening period.</li> <li>o Customs procedures of both the countries need to speed up electronic processes and interfaces</li> </ul>
	<p>Clear identification of various classes of border crossers to ensure sufficient attention to needs and requirements of each class to ensure sufficient infrastructure, system and staff compliment to deliver such service. It is important to ensure transaction and operational benchmarks and to ensure the operational and staff competencies are matched with that i.e. maximum time per individual spent in border crossing experience and how to facilitate that, which will enable sufficient point and staff planning over various high and low periods through the facilities. There has to be a permanant performance measurement process in place to monitor efficiencies with short enough intervals to implement corrective measures in an ongoing manner - i.e. when passengers in a vehicle wait longer than 10 minutes - increase joint processing points - to achieve this it is crucial that state of the art technology is implemented and staff adequately trained off the job to ensure maximum efficiencies. Where possible do away with any forms to be completed and small currencies to be paid. This corridor still has high level of illiteracy and language challenges and poor handwriting any how distorts information recording and capture - intelligent chips must be encouraged at same time as trasition to OSBP.</p>