

Rwanda Customs Services
9 May 2020

1. Measures aiming to Facilitate the Cross-border Movement of Relief and Essential Supplies

Flexibility in Customs Procedures:

1.1 Established a dry port near the border that operates 24/7 and extended all customs services to facilitate faster clearance of essential and relief goods at the first point of entry in an effort to contain the spread of the pandemic and safeguard supply chain continuity.

1.2 Prioritize and expedite immediate release of relief goods based on risk management and pre-clearance mechanism of essential goods based on WCO tools and instruments.

1.3 Enforced the use of online services available in the Rwanda Electronic Single Window System among which is online payment.

1.4 Continuous Engagement with our stakeholders both Private and Public (Clearing and forwarding Association, importers, exporters, warehouse operators and the general public to facilitate clearance of essential goods.

2. Measures aiming at Supporting the Economy and Sustaining Supply Chain Continuity

2.1. Flexibility in paying duties and taxes for essential goods by granting instalment facility without any interest rate.

3. Measures aiming at Protecting Customs administrations' Staff

3.1. Other than border post operations, 20% of staff work from office to facilitate the clearance of essential and relief goods while other staff continue to work from home with monitoring mechanisms in place.

3.2. All staff on duty are equipped with safety equipments (face masks, gloves, hand sanitizers) and respect social distancing of 1 meter.

3.3. Avoided physical contact with clearing agents and importers by not receiving hard copies but rather encouraged the use of online scanned copies.

4. Measures aiming at Protecting Society

4.1. For the security of the Cargo and Crew members conveying cargo to Rwanda, cargo is discharged at Customs controlled areas and during the offloading process crew members are taken to selected appropriate facilities to rest as they await the finalization of the offloading process. This is a surveillance mechanism to monitor the driver's health, contact tracing and limiting the chances of infections of the virus.

4.2. Upon entry, Goods in Transit are decontaminated and escorted by government agencies to exit border points and truck drivers only stop at designated points.