Rwanda Trade Information Portal

Rwanda Revenue Authority
 ✓ Background
 ✓ Objective
 ✓ Documentation progress
 ✓ Key achievements
 ✓ The way forward
 ✓ TIP Public interface
 ✓ Benefits
 ✓ Partners
Trade facilitation is a key priority for Rwanda.

We have engaged in continuous reforms and this has improved our global ranking from 41 in 2017 to 29 in 2018 (DB report 2019)

The implementation of the WTO TFA is one of the strategies to facilitate the movement of goods by reducing time and trade costs.

In February 2017 Rwanda ratified the WTO agreement following its domestic ratification in gazette as Law №53/2015 of 14/12/2015
Rwanda TIP developed in line with article 1.2 of the TFA

WORLD TRADE ORGANIZATION

WT/L/931

15 July 2014

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Preparatory Committee on Trade Facilitation

AGREEMENT ON TRADE FACILITATION

SECTION I
ARTICLE 1: PUBLICATION AND AVAILABILITY OF INFORMATION

2 Information Available Through Internet

2.1 Each Member shall make available, and update to the extent possible and as appropriate, the following through the internet:

(a) a description of its procedures for importation, exportation, and transit, including procedures for appeal or review, that informs governments, traders, and other interested parties of the practical steps needed for importation, exportation, and transit;

(b) the forms and documents required for importation into, exportation from, or transit through the territory of that Member;

(c) contact information on its enquiry point(s).

2.2 Whenever practicable, the description referred to in subparagraph 2.1(a) shall also be made available in one of the official languages of the WTO.

2.3 Members are encouraged to make available further trade-related information through the internet, including relevant trade-related legislation and other items referred to in paragraph 1.1.
To generate and disseminate transparent information on strategic import, export and transit procedures through an online Trade Information Portal.

Increase compliance and predictability by making the regulatory requirements available to the public.
The NTFC developed an action for the implementation of the trade portal.

The NTFC established an implementation team led by RRA and chaired by MINICOM as the chair of the NTFC.

It was decided by NTFC that RRA-Customs should be the host of the portal.

The NTFC requested assistance from UNCTAD in developing the TP since UNCTAD has been supporting the NTFC and had the experience in developing the TP.
• More than 25 export commodities
• Close to 20 import commodities
• 4 transit commodities
• Detailed steps to obtain:
  – Preliminary registrations (licenses)
  – Permits per consignment
  – Customs clearance
Data collection

Visited institutions

- NAEB - Coffee, tea & horticulture
- RRA - Rules of origin & customs
- RRA - Gikondo Inland Customs Office
- RSB - System & product certification
- RSB - National testing laboratories
- RALIS - Phytosanitary & veterinary certificates
- RAB - Export and import of live animals
- Rwandair - Cargo service
- Clearing agency - Kenfreight
- Kenya Ports Authority
- Kenya Revenue authority - Mombasa Port
- RMPGB - Minerals buying and selling permit
- MINICOM - Minerals buying and selling permit
- MoH - Import of pharmaceutical products
How does TIP work?

**TRADE PROCEDURES MADE EASY**

- Search by: Product, Pre-clearance procedures, Clearance procedures
- Choose operation
- Choose commodity
- Choose entry / exit point
- Search

**TRADE PORTAL DEMO**

- **EXPORT**
  - EXPORT OF COFFEE
    - Obtain a coffee export license
    - Obtain a phytosanitary certificate
    - Export coffee - full procedure
  - EXPORT OF TEA

- **IMPORT**
  - IMPORT OF PLANTS AND PLANT PRODUCTS
    - Obtain plant importation permit
    - Clearance of plants and plant products at Kagutumba border
  - IMPORT OF PHARMACEUTICAL PRODUCTS
    - Obtain import visa
## The procedure page

### Steps (21)

1. Submit application for export license
2. Premises inspection
3. Pay application fee
4. Obtain export license

### Obtain certificates of origin and quality (6)

5. Submit application for certificates
6. Book space in NAEB warehouse
7. Bring the consignment to NAEB warehouse
8. Obtain detailed fees due
9. Pay NAEB fees
10. Obtain certificates of origin and quality

### Obtain a phytosanitary certificate (5)

11. Obtain payment advice ticket (phyto)
12. Pay application fee
13. Register as an eRlis user
14. Submit application for phytosanitary certificate
15. Product inspection
16. Obtain phytosanitary certificate

### Summary of the procedure

#### Institutions involved (8)

- National Agricultural Export Development Board (NAEB) (x 7)
- National Bank of Rwanda
- Bank of Kigali
- Bank (x 2)
- Rwanda Agriculture and Livestock Inspection and Certification Services (RALIS) (x 2)
- Clearing agent
- Transit, export and outstation division (x 2)
- Customs Service Department - Ganta office

#### Results (6)

- Import licence
- Certificate of origin - coffee
- Certificate of quality - coffee
- Weight note - coffee
- Phytosanitary certificate
- E-facilitation system
- E-facilitation system - confirmation

#### Required Documents (27)

- Application letter
- Application form
- Certificate of
- Business plan
- Export contract
- Proof of coffee
Complete list of all steps in a procedure

**Steps (21)**

1. Submit application for export license
2. Premises inspection
3. Pay application fee
4. Obtain export license
5. Submit application for certificates
6. Book space in NAEB warehouse
7. Bring the consignment to NAEB warehouse
8. Obtain detailed fees due
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**Expected results**

- Receipt notice

**Requirements**

1. Application letter (export license) (original) addressed to CEO NAEB
2. Application form (export license) (original) filled and signed, by signing the applicant declares to abide by the rules and guidelines regarding coffee trade

**Contact details**

**Entity in charge**

NATIONAL AGRICULTURAL EXPORT DEVELOPMENT BOARD (NAEB)

KK 530 St., Kigali
Tel: +250 252 575 600
Email: info@naeb.gov.rw
Website: http://www.naeb.gov.rw/
Directions: Google maps

**Unit in charge**

COFFEE PRODUCTION DIVISION

Mon: 07:00 - 17:00
Tue: 07:00 - 17:00
Wed: 07:00 - 17:00
Thu: 07:00 - 17:00
Fri: 07:00 - 15:00

**Person in charge**

BETTY KAYITESI

International Coffee Marketing officer
Tel: +250 788 635 692
Email: betty.kayitesi@naeb.gov.rw

Who to see

Where to go

Which document you will receive
Every interaction with a civil servant is considered a step.

Which documents to submit:
1. Application letter (export license) (original) addressed to CEO NAEB
2. Application form (export license) (original) filled and signed, by signing the applicant declares to abide by the rules and guidelines regarding coffee trade
3. Certificate of domestic company registration (Simple copy) or mention the company code on the application letter
4. Business plan (Simple copy) with details of the export, warehousing capacity, capability to export at least 1 container (19.2 tons) per season
5. Export contract - coffee (Simple copy)
6. Proof of coffee processing site address (Simple copy) owned or rented
7. Rental contract of storage facility (Simple copy) or proof of ownership of a storage facility

Duration of the step:
Attention at counter: Max. 5mn
Waiting time until next step: Max. 1 day

Legal justification:
1. No. 13/2017 of 14/04/2017 establishing National Agricultural Export Development Board (NAEB) and determining its mission, organisation and functioning (Article 5)
2. EAC Rules of origin 2015 (rule 20)
3. NAEB requirements for coffee export license application

Cost: RWF 3,000
This is an estimate based on a series of assumptions which you can modify to calculate your own costs:

<table>
<thead>
<tr>
<th>Cost detail</th>
<th>Estimate your cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>RWF 3,000</td>
<td></td>
</tr>
<tr>
<td>Fee for processing online declaration</td>
<td></td>
</tr>
<tr>
<td>RWF 0 - RWF 2,000 per container</td>
<td>0</td>
</tr>
<tr>
<td>seals are used for containers and box body trucks</td>
<td></td>
</tr>
</tbody>
</table>

Payment methods: cash, credit cards, check, bank transfer, mobicash
Payment can be made in RWF or USD at the exchange rate in Kigali market.
Messages are automatically dispatched to authorities in charge of procedure.

Send complaints about a step or a procedure through the system.

Visit or contact by phone or email the recourse official.

Send your suggestions to make procedures easier.

Any other information relevant to the trader.

Send incorrect information or suggest a simplification.

Additional information

Applications for coffee export licence are submitted at the reception desk and then handed to the marketing officer for assessment. Once approved, the officer gives the applicant a call to organise an appointment for the warehouse inspection.

Even though exporters are required to export at least 1 container (19.2 tons) per season, smaller quantity of high-value coffee can be allowed (e.g. coffee cup of excellence).
Launch of the trade Portal to create awareness to the public.

Awareness campaign (Igihe.com & AdWords)

Embedment of TP on 10 partner websites, including:

- Rwanda Revenue Authority: [http://rra.gov.rw](http://rra.gov.rw)
- Rwanda Development Board: [http://rdb.rw](http://rdb.rw)
- etc.
Keys achievements (2)

✓ Translation to kinyarwanda (Phase 1 complete in Nov 2018)
✓ Sensitization seminars across the country
  • Kigali City
  • Districts near borders
  • Surveys to collect user feedback
• Access to **trade databases** such as the customs tariff, non-tariff measures including import and export licenses, trade related national **laws**, international and bilateral **trade agreements**

• Users will be able to send **complaints, report incorrect information** and propose **simplification** measures through the system. Measurement of complexity as it is experienced by various operators

• Identification of unnecessary redundancies and bottlenecks

• Design of simplification measures and objectives.
• Compliance with the requirements of art. 1.2 of the TFA: (a quick win for the implementation of the TFA)
• Government officials are able to monitor the extent to which the measures implemented to facilitate trade actually reduce the regulatory burden faced by firms engaged in, or wishing to trade
• The project must be driven by the NTFC to ensure the involvement of all key players involved in Trade
• Awareness is very key to ensure that traders are aware of its existence
• It is important to identify the bottlenecks and unnecessary steps before
• Support from UNCTAD
Documentation
(new procedures)

- Import through KIA
- Import through Dar-Es-Salam port
- Cover all remaining borders
- Additional products
- Continuous simplification of measures
THANK YOU | MURAKOZE

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P.O.Box 3987 Kigali, Rwanda

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