Practical experience from a border post (Beitbridge) – what has been implemented to address border-related challenges?

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2024 tralac Alumni Conference
Digitalization

- Use of High definition & advanced Security Cameras at all strategic positions - inside buildings/outside buildings/within the border premises – round the clock!
- Surveillance (routine/adhoc/planned) through use of Hi-Tech/Sophisticated Unmanned Aircrafts (short & long range)
- Critical in combating potential various women cross-border traders forms of harassment, gender-based exploitation and/or abuse, stigmatization
Upgraded/Modernized Border

- Focused clearances offered by all Gvt Border Stakeholders (EMA, Plant Inspector, Agric, AMA, SPS, Port Health etc.-all located within the border)
- Made easier
  - Through the construction of a state-of-the-art separate modernized clearance terminal hall for mainly ICBT (Both Southbound and Northbound)
  - Strategically positioned Signage throughout the border/terminals
  - Clearance flow processes (Pamphlets; 24hr Presence Private contracted firms to assist with giving direction to travelers – hands on assistance)

Aimed at addressing issues of unnecessary delays/access to information etc.
Coordinated Border Management

- Introduction of **SOPS** from all the Gvt Border Stakeholders followed by commonly agreed logical and most effective and efficient clearance cycles – predictable and stakeholder owned (ZeSW coming on-board)

- Use of WhatsApp Groups constituted by all key Border Stakeholders for ease of communication, sharing border updates & alerts, reporting pressure points, delays in real time

- Periodic/planned/ad hoc stakeholders meetings to resolve identified challenges – platform for reviewing and improving agreed/previously adopted resolutions

- Critical in reducing ICBTs trade costs (Enhanced Trade Facilitation)
Border Processes Awareness

• Periodic/Planned/Ad Hoc meetings with the ICBT representatives attended by all Gvt Border Stakeholders – aimed at discussing tabled challenges & developing win-win solutions/resolutions

• Public Workshops Initiatives for targeted Customs Procedures & Border Clearances (at least one per quarter) living room for specific requests from the sector

• Important for information dissemination, educating the sector, de-mystifying/de-stigmatization of border processes – building a sense of belonging as well as gradually formalizing this important informal sector
Finally

• We Continue Next Time !!!!