



PAGE 4: B.1) YOUR CASE STORY: TITLE AND DESCRIPTION

Q1: TITLE OF CASE STORY

Customs Modernisation Programme - Lesotho Revenue Authority

Q2: CASE STORY ABSTRACT

Lesotho Revenue Authority (LRA) is piloting customs modernisation programme at Maputsoe, one of the busiest border posts between Lesotho and Republic of South Africa. The programme is intended to introduce and implement new procedures and processes for management of imports and exports, which will ultimately improve efficiency of the border management and reduction of costs for businesses. The changes are in line with the international standards of the World Customs Organisation, World Trade Organisation and standardisation within the Southern African Customs Union (SACU).

Q3: LONG DESCRIPTION OF THE CASE STORY

The programme has been initiated to address the problem of congestion through simplification of procedures, introduction of computerised declarations, documentation and advanced clearance.

Q4: Please add here web links to project/programme materials.

www.lra.org.ls
www.lesothotradeportal.org.ls

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Q5: YOUR CONTACT DETAILS

Name:	Phera Lepati
Ministry/Institution/Organization:	Ministry of Trade
Country:	Lesotho
Email Address:	plepati2000@yahoo.co.uk

Q6: FUNCTION

Public sector

Q7: FUNDING PARTNER Tick the appropriate box(es)

Bilateral donor

PUBLIC SECTOR CASE STORY TEMPLATE

Q8: Additional information

The project is being supported by the World Bank to improve Lesotho's ranking in doing business particularly regarding trading across borders in which the country performs rather poorly according to the World Bank's Doing Business Reports.

Q9: START DATE OF PROJECT/PROGRAMME June 2014

Q10: STATUS OF PROJECT/PROGRAMME On-going

Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME 3-5 years

Q12: COST OF PROJECT/PROGRAMME More than US\$20 million

Q13: Additional information

The cost of the programme includes capacity building to the staff of the Lesotho Revenue Authority and consultancies.

Q14: TYPE OF FUNDING FOR PROJECT/PROGRAMME Grant

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Q15: PROJECT/PROGRAMME TYPE Multi-country (i.e. 2 or more countries)

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Q16: SINGLE COUNTRY/CUSTOMS TERRITORY *Respondent skipped this question*

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Q17: REGION(If the region does not appear in the drop down menu, please enter manually.) *Respondent skipped this question*

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Q18: MULTI-COUNTRY(Enter all countries or customs territories)

Republic of South Africa

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<p>Q19: CASE STORY FOCUS Tick the appropriate box(es)</p>	<p>REDUCING TRADE COSTS FOR MERCHANDISE GOODS</p>
	<p>Customs reform</p>

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<p>Q20: HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME Tick the appropriate box(es)</p>	<p>On-going project</p>
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<p>Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)</p>	<p>Officials trained, New customs procedures, New border equipment (e.g. scanner), New or updated one-stop border post, New or updated electronic single window, New border infrastructure (e.g. customs offices, storage, etc.) , New network infrastructure (e.g. broadband)</p>
<p>Q22: Additional information(maximum 300 words)</p> <p>The programme is currently being piloted at one Border Post, and the intention is to roll it out to other Border Posts once its operationalization has been tested and proved to be viable and sustainable. Exporters, Importers, and Clearing Agents are also being educated about the new procedures and processes. Parallel to this initiative, the Lesotho Trade Portal has been established which provides businesses about all laws and other requirements that have to be complied with especially in exports and imports administration.</p>	

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PUBLIC SECTOR CASE STORY TEMPLATE

Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME Tick the appropriate box(es)

Reduction in road haulier waiting times,
Reduction in storage costs,
Reduction in customs clearance time,
Reduction in other border agency clearance time
,
Reduction in cost of customs clearance ,
Reduction in customs rejections,
Reduction in requests for informal payments,
Reduction in informal payments,
Increase in merchandise imports,
Increase in merchandise exports,
Increase in tariff revenue ,
New company registrations

Q24: Additional information(maximum 300 words)

The significant result of the programme since its launch has been reduction of congestion at the Border due to speedy clearances of imports and exports, and reduction of informal payments which are not collected through the right channels and hence reduction of customs revenue which normally contributes much to the national budget.

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Q25: WHAT WERE THE IMPACTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)

Increase in domestic investment,
Increase in foreign investment,
Increase in employment,
Increase in women's employment,
Increase in remittances,
Export market diversification,
Import market diversification,
Increase in per capita income,
Reduction in incidence of absolute poverty,
Increase in incidence of absolute poverty

PUBLIC SECTOR CASE STORY TEMPLATE

Q26: Additional information(maximum 300 words)

Improved processes and procedures at the Border has led to increased imports and exports as is now easier and speedy to clear imports of goods, and this has also led to increased domestic and foreign investment.

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Q27: LESSONS LEARNT Tick the appropriate box(es)

- Importance of good project design,
- Importance of alignment with national priorities,
- Importance of alignment between different development partners in programming
- ,
- Importance of engagement by private sector,
- Importance of agreeing clear project implementation responsibilities
- ,
- Importance of agreeing clear project monitoring and evaluation process and procedures
- ,
- Importance of agreed accountability frameworks,
- Importance of attention to long-term sustainability
- ,
- Importance of political will and commitment by project partner

Q28: Additional information(maximum 300 words)

The programme has so far shown good results and with commitment and dedication of officials to good practices, the programme will go a long way in improving the objectives of doing business in the country.

Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK Tick the appropriate box(es)

- M&E framework used, Project baselines set,
- Simple before and after comparison,
- Impact assessment