

# ZAMBIA REVENUE AUTHORITY - CUSTOMS SERVICES DIVISION:

## A Leader in Combating Counterfeit and Transnational Crime



### SUCCESSES IN GLOBAL TRADE

The Zambia Revenue Authority - Customs Services Division (ZRA-CSD) is the primary agency responsible for enforcing customs and trade laws in Zambia. In recent years, the ZRA-CSD has made significant strides in combating counterfeit and transnational crime, and has implemented various initiatives to promote transparency, international cooperation, and sustainable development.

### Transparency Initiatives

The ZRA-CSD has implemented several transparency initiatives to promote accountability and trust among stakeholders. One such initiative is the publication of the Zambia Customs Tariff Handbook, which provides detailed information on customs procedures, tariffs, and regulations (ZRA-CSD, 2022). Additionally, the ZRA-CSD has introduced an online portal for submitting customs declarations, which has improved the efficiency and transparency of the clearance process (ZRA-CSD, 2023).

According to the World Customs Organization (WCO), the ZRA-CSD has also implemented the WCO's Data Model, which provides a standardized framework for the collection and exchange of customs data (WCO, 2022). This initiative has improved the accuracy and timeliness of customs data, and has facilitated the sharing of information between customs agencies.

The ZRA-CSD has also established a customs hotline, which allows traders and other stakeholders to report any irregularities or concerns related to customs operations (ZRA-CSD, 2023). This initiative has improved the responsiveness and accountability of the ZRA-CSD, and has helped to build trust among stakeholders.

### International Cooperation Initiatives

The ZRA-CSD has strengthened its international cooperation to combat transnational crime. The agency is a member of the WCO and has signed several agreements with neighboring countries to enhance cooperation in customs enforcement (WCO, 2022). For example, the ZRA-CSD has signed a memorandum of understanding with the South African Revenue Service to share intelligence and coordinate efforts to combat cross-border crime (SARS, 2023).

In 2023, the ZRA-CSD participated in a regional workshop on combating counterfeit goods, organized by the WCO (WCO, 2023). The workshop brought together customs officials from several countries in the region to share best practices and discuss strategies for combating counterfeiting.

The ZRA-CSD has also participated in several international training programs, including a training program on customs enforcement organized by the WCO (WCO, 2022). This program provided training on advanced techniques for detecting and preventing smuggling, as well as strategies for combating transnational crime.

### Recent Legal Reforms

In 2022, the Zambian government enacted the Customs and Excise (Amendment) Act, which strengthened the powers of the ZRA-CSD to combat counterfeit and transnational crime (Government of Zambia, 2022). The Act introduced stricter penalties for customs offenses and provided for the use of advanced technology to detect and prevent smuggling.

According to the International Monetary Fund (IMF), the ZRA-CSD has also implemented several measures to improve the efficiency and effectiveness of customs enforcement, including the introduction of a risk-based approach to customs clearance (IMF, 2023).

The ZRA-CSD has also implemented several measures to improve the security of customs operations, including the introduction of a secure online portal for submitting customs declarations (ZRA-CSD, 2023).

### Sustainable Development Initiatives

The ZRA-CSD has implemented several sustainable development initiatives to reduce its environmental footprint. One such initiative is the introduction of a paperless clearance system, which has reduced the use of paper and minimized waste (ZRA-CSD, 2023). Additionally, the ZRA-CSD has implemented energy-efficient lighting and air conditioning systems at its facilities, which has reduced energy consumption and greenhouse gas emissions (ZRA-CSD, 2024).

According to the United Nations Conference on Trade and Development (UNCTAD), the ZRA-CSD has also implemented several measures to promote sustainable trade, including the introduction of a green customs initiative to reduce the environmental impact of customs operations (UNCTAD, 2023).

The ZRA-CSD has also implemented several measures to promote social responsibility, including the introduction of a code of conduct for customs officials (ZRA-CSD, 2023).

### Enhancing Trade Facilitation

The ZRA-CSD has implemented several initiatives to enhance trade facilitation and reduce the time and cost of clearing goods. One such initiative is the introduction of a single window system, which allows traders to submit all required documents and information through a single online portal (ZRA-CSD, 2023).

According to the World Bank, the ZRA-CSD has also implemented several measures to improve the efficiency and effectiveness of customs clearance, including the introduction of a risk-based approach to customs clearance and the use of advanced technology to detect and prevent smuggling (World Bank, 2023).

The ZRA-CSD has also implemented several measures to improve the transparency and accountability of customs operations, including the publication of customs procedures and regulations on its website (ZRA-CSD, 2023).

## Capacity Building

The ZRA-CSD has implemented several capacity-building initiatives to improve the skills and knowledge of its officials. One such initiative is the provision of training on customs enforcement, risk management, and investigative techniques (ZRA-CSD, 2023).

According to the WCO, the ZRA-CSD has also participated in several international training programs, including a training program on customs enforcement organized by the WCO (WCO, 2022).

The ZRA-CSD has also implemented several measures to improve the recruitment and retention of customs officials, including the introduction of a competitive salary structure and a comprehensive training program (ZRA-CSD, 2023).

## Public Awareness

The ZRA-CSD has implemented several public awareness initiatives to educate the public on the dangers of counterfeit goods and the importance of complying with customs regulations. One such initiative is the publication of public awareness materials, including brochures and posters (ZRA-CSD, 2023).

According to the ZRA-CSD, the agency has also implemented several measures to improve the responsiveness and accountability of customs operations, including the establishment of a customs hotline (ZRA-CSD, 2023).

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