

SECURE CROSS-BORDER SOCIAL, ECONOMIC, AND COMMERCIAL ACTIVITIES IN THE GREAT LAKES REGION

Research on Cross Border Trade

Rusizi II (Rwanda) / Bukavu (DRC) Entry point

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LIST OF ABBREVIATIONS

BIC	Bureau d'Information COMESA
BNR	Banque Nationale du Rwanda/ Rwanda National Bank
CBM	Cross Border Market
CB	Cross Border
CBT	Cross Border Trade
CBTA	Cross Border Trade Association
CEPGL	Communauté Economique des Pays des Grands Lacs
CSO	Civil Society Organisation
COMESA	Common Market for Eastern and Southern Africa
DRC	Democratic Republic of Congo
DFID	Department for International Development
EAC	East African Community
EU	European Union
FGD	Focus Group Discussion
ID	National Identity Card
KII	Key Informant Interview
MFI	Microfinance Institutions
MINICOM	Ministry of Trade and Industry
MOU	Memorandums of Understanding
NGO	Non-Governmental Organisation
NISR	National Institute of Statistics of Rwanda
NTBS	Non-Tariff Barriers
RRA	Rwanda Revenue Authority
RWF	Rwandan Francs
SACCO	Savings and Credit Cooperative Organisations
STR	Simplified Trade Regime
TID	Trade Information Desk
TMEA	TradeMark East Africa
US\$	United States Dollar
USAID	United States Agency for International Development
USA	United States of America

DISCLAIMER

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EXECUTIVE SUMMARY

Cross-border trade (CBT) has been the foundational basis of the “survival economies”¹ of landlocked communities in Rwanda and the Democratic Republic of Congo (DRC) for decades. Each day, an estimated 4,600 citizens from both countries cross the Rusizi II/Bukavu border² to facilitate the transfer of goods and services. These economic exchanges are essential in reducing poverty and supporting livelihoods and serve as a means for cross-cultural interactions between the two communities. In addition, CBT plays a significant role in the national economies of the two countries, with exports estimated at \$108.3 million in Rwanda in 2015, a volume that transits through different border crossings.³ More than a third of this trade takes place at the Bukavu/Rusizi border crossing, where the number of daily border crosses ranges from thousands to tens of thousands of traders.

Despite the significant role that CBT plays in both personal and national economies in the region, many challenges continue to prevent communities from experiencing the full benefit of such cross-border exchanges. Search for Common Ground (Search), with the support of the European Union, conducted a research as part of the “*Secure Cross Border Social Economic and Commercial Activities in the Great Lakes Region*” project, which aims to increase the cross border trade and reduce social tensions between cross border communities in Rwanda and DRC. Specifically, the study aimed to (i) comprehensively analyse the CBT that goes through the Rusizi II and Bukavu border checkpoints, including the social dynamics of this trade; (ii) recommend actions that can prevent, mitigate, and resolve problems related to this trade; and (iii) identify ways through which the project could positively impact cross border trade at the official crossing point of Bukavu/ Rusizi II as well as social and trade relationships between border communities.

The study used both quantitative and qualitative data and sought to include all relevant actors and stakeholders, including small-scale cross-border traders but also border officials, government authorities and private sector representatives. As such, a large-scale survey with small-scale cross-border traders in Rwanda and the DRC was complemented with more individual-focused methods, including Focus Group Discussions (FGDs), Key Informant Interviews (KIIs) and Appreciative Inquiry Interviews (AIs), conducted in both Rusizi II and Bukavu. In total, the study engaged 526 survey respondents, 293 FGD participants, and 24 key informants.

The main findings from the study address several themes consistent with the outlined scope of work. This includes: products traded, protection and gender issues, trading barriers, level of participation and knowledge of cross border traders, informal CBT routes and practices, CBT enabling services, and conflict dynamics surrounding the CBT landscape. A summary of key findings can be found below.

The most exported good from both countries are agricultural goods. Yet, the value in volume of these goods varies, with the volume of Rwandan exports significantly surpassing the volume of DRC exports. **Petty traders on both sides of the border generate similar incomes with most traders earning “less than US \$50 per week” (Bukavu 92% and Rusizi II 90%), while less than 5% of traders on either side of the border make more than \$100 per week.** Trade between both countries has steadily increased thanks to improved diplomatic relations and recent bilateral trade agreements.

1 Social Science in Humanitarian Action, “Brief: Rwanda - DRC cross border dynamics, April 2019,” accessed September 2019.

2 Final report Baseline survey of the EU program “*Secure Cross Border Social Economic and Commercial Activities in the Great Lakes Region, 2019*”

3 International Alert, [Deriving Maximum Benefit From Small-Scale Cross-Border Trade Between DRC and Rwanda](#), 2015.

As women constitute the majority of small-scale cross-border traders in both Rwanda and DRC, there are particular gendered issues that affect their equal participation and protection while crossing the border with their goods. **Of the women surveyed, 11% admitted to having experienced sexual harassment during their work, while another 16% preferred not to respond.** The main types of harassment mentioned include verbal and physical abuse, with women citing impunity as the reason why such harassment is so prevalent.

Additional barriers to CBT were also reported by a vast majority of traders (61.6%) stating that they face regular challenges in their work. Of these respondents, a majority (67%) reported experiencing those challenges on the Bukavu side of the border, rather than on the Rusizi II side. High taxes were cited as the biggest **challenge affecting CBT on the two border entries** with a significant proportion of the respondents in Rusizi II citing it (74%) against (35%) in the DRC. It is followed by corruption which is far more cited on the DRC side (30%) than on the Rwanda side (9.9%). **When confronted with such challenges, traders on the Bukavu side overwhelmingly (65%) opted not to consult anyone, while their counterparts on the Rusizi II side mainly referred to the border police (51.3%).**

In terms of knowledge of CBT policies and regulations, **the majority of Congolese cross-border traders reported having an average level of knowledge of CBT policies and procedures, whereas the majority of the Rwandan traders reported having a poor knowledge of the same.** This was particularly evident for taxation requirements, **with one-third of respondents not knowing what entity they are legally required to pay taxes to;** which leaves traders incredibly vulnerable to manipulation and double taxation. **To avoid paying taxes, some traders opt to use informal routes.** The avoidance of taxes (70.2%) was cited as the number one reason for traders to use informal routes, with transportation of fraudulent products (20.6%) as the second. The majority of the respondents (42%) reported that **informal routes are used by CB traders,** while many respondents preferred not to share this information or said they did not know (36.9%). **When asked about incentives to use formal trade routes, a majority of respondents were unable to name CBT enabling services** such as bank credits, membership in associations, or financial trainings.

Finally, findings from the research reveal a majority of CBT-related conflicts can be categorized into three types, dependent on the actors involved: (1) tensions between petty CB traders and border officials; (2) tensions among CB traders themselves, and CB traders and customers; and (3) tensions between traders from Rusizi II and from Bukavu across the border. Tensions with border officials on both sides were overwhelmingly mentioned by respondents as not only a common issue but also a deterrent for others to engage in cross-border trade activities.

Based on research findings, the following recommendations can be made to mitigate the aforementioned issues while increasing overall trade between the two border communities:

- ⦿ A **programmatic approach to tackle the issue of harassment at the border** is needed. Beyond raising awareness of the problem with border officials, a system should be put in place to facilitate cross-border traders' reporting of harassment cases and ensure a quick follow-up and response by the relevant authorities.
- ⦿ Challenges faced on a regular basis by cross border traders show **the need for a stronger awareness of taxation and regulations on the Rwandan side to avoid goods to be confiscated;** while on the

Congolese side there is a need for developing programmatic initiatives to fight corruption. Because cross-border traders face different types of challenges on both sides of the border, the programmatic approach should be tailored to the unique needs of each border;

- ⦿ **Set up support and conflict-resolution mechanisms for cross-border traders.** Currently, when facing problems, traders do not seek any support, mainly because they do not believe their problems will be adequately addressed. For any program implemented at the two border points to be effective, there is a need to envisage activities that build trust and improve the relationships among traders and border officials, especially the border police and customs, on both sides so that cross-border traders may engage them in the resolution of their problems;
- ⦿ It is fundamental to address the sense of marginalization and exclusion felt by small-scale cross-border traders on both sides by **creating regular platforms for dialogue with decision makers.** Another opportunity for petty cross-border traders to have a bigger say in policy formulation, is by joining associations and cooperatives to learn from one another, share ideas, and bolster their collective bargaining power and agency;
- ⦿ There is a need for **greater awareness on CBT-related laws and policies**, which is a major gap for engaging in CBT; especially around taxation and quality standards;
- ⦿ To enhance financial benefit for traders and the protection of their rights, **supporting memberships of petty cross-border traders to cooperatives and associations** will have a major role in any programmatic intervention at the border. Membership in associations and cooperatives can also help reduce inter-communal conflicts. An action to reduce the membership fees would avoid the exclusion of low-income generating traders from these structures.



1. INTRODUCTION

1.1 BACKGROUND OF THE RESEARCH

Cross-border trade (CBT), both formal and informal, has been the foundational basis of the “survival economies”⁴ of landlocked communities in Rwanda and the Democratic Republic of Congo (DRC) for decades. Each day, citizens from both countries cross the border to facilitate the transfer of goods and services. These economic exchanges are essential in reducing poverty and supporting livelihoods and serve as a means for cross-cultural interactions between the two communities. In addition to the local benefits, CBT plays a significant role in the national economies of both countries, with the DRC being Rwanda’s largest regional trading partner with 79.7 percent of the export market value.⁵ More than a third of informal CBT takes place along the Bukavu/Rusizi border, and overall trade between these two adjacent regions has increased in recent years, with trade through Rusizi growing by 48% between 2013 and 2014.⁶ CBT continues to be one of the most viable and necessary options to maintain survival and livelihoods in border communities experiencing poverty and marginalization.

Despite the necessity of and demand for CBT, there are many challenges that impede the full benefits of such cross-border exchanges. For example, while a clear majority of current trade across the border is informal, meaning that it is not recorded by customs offices, many traders use formal border crossing locations where they are asked to pay taxes to enter the other country.⁷ Relations between traders and border control officials remain fragile and distrustful. On both sides of the border, traders face obstacles regarding

4 Social Science in Humanitarian Action, “Brief: Rwanda - DRC cross border dynamics, April 2019,” accessed September 2019.

5 The East African. [Rwanda in talks to export chicken, eggs, beef to DRC](#). 2017.

6 The New Times, “[Construction of Rusizi modern cross-border market kicks off](#)”, 2017.

7 Republic of Rwanda Ministry of Trade and Industry (2012). [National Cross-Border Trade Strategy 2012-2017](#).

proper identification, permits, and inspection. Lack of communication between personnel at the two border posts results in redundancies in certain controls and heavy delays.⁸ Furthermore, payments take the form of bribes and result in double taxation as traders are asked to pay upon exit by the origin country's border agents and later upon entry by the destination country's border officials.⁹ Women are especially vulnerable to this abuse as they make up approximately 85% of all traders. Women traders sometimes face harassment, physical violence, and financial loss, perpetrated both by customs officials and individuals who pose as officials but have no formal mandate.¹⁰ These abuses have a direct effect on their income and livelihoods as 82% of these women rely on small-scale CBT as their main source of income and 65% state they are the main breadwinners for their families.¹¹

Despite the illegality of these conditions, traders are presented with no alternative, because many depend on the income generated daily through CBT to survive.¹² If the challenges are addressed, CBT has the potential to provide more employment, reduce food insecurity, alleviate poverty, and facilitate increased access to goods and services in the region. Moreover, reducing administrative obstacles and harassment at the border will help decrease the cost of trade and create an environment of increased social cohesion.¹³

Trade passing through Rusizi II and Bukavu is vibrant and contributes significantly to the national economies of Rwanda and the DRC. From June to August 2019, with the support of the European Union, Search for Common Ground (Search) carried out a study to assess the economic, political and conflict dynamics of CBT at the Bukavu/Ruzizi II border and to identify intelligent and culturally-sensitive solutions to problems facing border communities in Rwanda and DRC. Conducted as part of the "Secure Cross-Border Social, Economic and Commercial Activities in the Great Lakes Region", the study had three specific objectives:

- 1. To comprehensively analyze trade going through and in the area of the Rusizi II and Bukavu border crossings, including social dynamics of this border region;**
- 2. To recommend actions that can prevent, mitigate, and resolve problems related to this trade;**
- 3. To identify ways to increase the amount of trade moving through the Rusizi II and Bukavu border crossings and improve relationships between the border communities.**

In order to comprehensively analyse the CBT on this border entry point, the study focused on 15 main questions which guided the research. For more details on the research questions, please refer to the annex 1.

This study used a mixed-approach entailing both quantitative and qualitative methods. Much of the data was collected via surveys of small-scale cross-border traders in Rwanda and the DRC, specifically in communities surrounding the Bukavu and Rusizi II entry points. This large-scale tool was complemented with more individual-focused methods, such as FGDs with traders and members of cooperatives, as well as Key Informant Interviews (KIIs) and Appreciative Inquiry Interviews (AIs) with border officials, NGOs, CSOs, market and cooperatives managers in both Rusizi and Bukavu. Each of these was tailored to the specific groups,

8 Search for Common Ground Rwanda. [Improving the Cross Border Trade Environment through Improved Research and Advocacy on Cross Border Trade Issues](#). 2017.

9 Brenton, Paul, Soprano, Carmine. ICTSD. [Small-Scale Cross-Border Trade in Africa: Why It Matters and How It Should Be Supported](#). 2018.

10 ILO. [Women and Men in the Informal Economy: A Statistical Picture](#). 2013.

11 International Alert, [Deriving Maximum Benefit From Small-Scale Cross-Border Trade Between DRC and Rwanda](#), 2015.

12 Social Science in Humanitarian Action, ["Brief: Rwanda - DRC cross border dynamics, April 2019."](#)

13 Brenton, Paul, Soprano, Carmine. ICTSD. [Small-Scale Cross-Border Trade in Africa: Why It Matters and How It Should Be Supported](#). 2018

and besides giving insight into individuals’ and groups’ perceptions of the situation, they also served to deepen and reinforce insights gained from the surveys and general research based on literature reviews.

The methods and tools used were identical for both countries (Rwanda & DRC). They were developed in English and translated into the national languages, namely Kiswahili, French and Kinyarwanda. A total of 10 survey enumerators in Rwanda and 10 survey enumerators in the DRC were recruited and trained before completing the research. For more details on the methodology used please, refer to the final methodology found in annex 2.

The final sampling for the different data collection approaches is summarized in the table below.

TABLE 1: CATEGORY OF CBT SURVEY RESPONDENT BY SEX (N=526)

Category of the respondents	Female	Male	Total
	#	#	%
Clearing and forwarding agencies	1	6	1.3%
Traders who do not engage in CBT	35	23	11.0%
Representatives of truck drivers	0	9	1.7%
Small-scale cross-border traders	332	120	85.9%
Total	368	158	100%

TABLE 2: NUMBER OF FGDS PARTICIPANTS

Category of FGD Participants		Number of Participants in FGDS	
		Rwanda	DRC
1	FGD with male cross-border traders	27	30
2	FGD with female cross-border traders	30	30
3	FGD with other male actors	17	20
4	FGD with other female actors	19	20
Total		93	100

TABLE 3: KEY STAKEHOLDERS INTERVIEWED IN RUSIZI (RWANDA) AND BUKAVU (DRC), BY CATEGORY

Data collection tool	Stakeholder category	Rusizi	Bukavu	Total
AI	Managers of associations / cooperatives	1	1	2
AI	Private sector representatives	1	-	1
AI	Representatives of state services responsible for CBT	2	1	3
AI	Banks and microfinance institutions	-	2	2
AI	Caucus des Femmes congolaises du Sud-Kivu pour la paix	-	1	1
Total of Appreciative Inquiry Interviews		4	5	9
KII	Banks and Microfinance Institutions	3	-	3
KII	Key border officials	3	2	5
KII	Managers of associations / cooperatives	2	-	2
KII	Representatives of state services responsible for CBT	3	2	5
Total of KII Interviews		11	4	15
Total of AI & KII		15	9	24

For further details on the characteristics of people interviewed through the survey, please refer to annex 3.

The membership of respondents in cooperatives and/or associations was also a key element of the study. The table below presents this characteristic.

TABLE 4: MEMBERSHIP OF RESPONDENTS IN COOPERATIVES/ASSOCIATIONS

Border side	Member of cross border cooperative or association	
	No	Yes
Bukavu	91.8%	8.2%
Rusizi	83.3%	16.7%

As this table shows, a small percentage of respondents were in cooperatives/associations on both sides of the border (though more on the Rwanda side). Given that a representative sampling was drawn for the survey and that participants were selected randomly, these figures can be applied to the broader cross-border trade community.

1.2. LIMITATIONS

Several limitations were encountered over the course of the research. Some of the most considerable included:

Languages and translation processes: This issue stems from the fact that some of the meaning of content originally written in English can be lost in translation. The data collection tools were designed in English and translated into Kinyarwanda, Kiswahili and French. The translation into Kiswahili proved to be particularly challenging. While Kiswahili is the language most commonly used by target groups in Bukavu, it was difficult to find a type of Kiswahili understandable to every interviewee. To minimize this risk, we organized mock data collection exercises with the enumerators to help them become familiar with the tools. Secondly, to further prevent any confusion from arising, we kept a French version of the questions alongside the Kiswahili version for all interviews conducted in DRC. In Rwanda, we kept an English version of the questions alongside the Kinyarwanda version.

Limited availability of the border officials: This was particularly an issue at Rusizi II. Border officials were sometimes unavailable there, despite appointments having been made well in advance. Moreover, some border officials had limited time to talk to the researchers or were reluctant to provide detailed information. In mitigation, a number of “call backs” were carried out for the unavailable officials while the reluctance to provide information was mitigated by employing appropriate probing techniques.

Availability of the respondents: Some small-scale cross-border traders had very limited time to devote to the surveys they were presented with. This may have affected the respondents’ understanding of the questions and the accuracy of their responses. In order to solve this challenge, the enumerators clearly explained the objectives of the research and how it would contribute to better understanding and improvement of their working conditions.

Difficulty collecting data on trade volume: It was difficult to obtain the necessary government permissions and documentation to collect new data on the volume of trade passing through the Bukavu and Rusizi II border crossings. Therefore, we instead relied on data captured by the Rwanda National Bank and the Rwanda National Institute of Statistics during 2016-2018. No data was available on the DRC side.

2. FINDINGS

This chapter is organized around the main research themes as per scope of work outlined in the inception report. These themes are: products traded; protection and gender issues; trading barriers; level of participation and knowledge of cross border traders; informal CBT routes and practices; cross-border trade enabling services and conflict dynamics surrounding the CBT landscape.

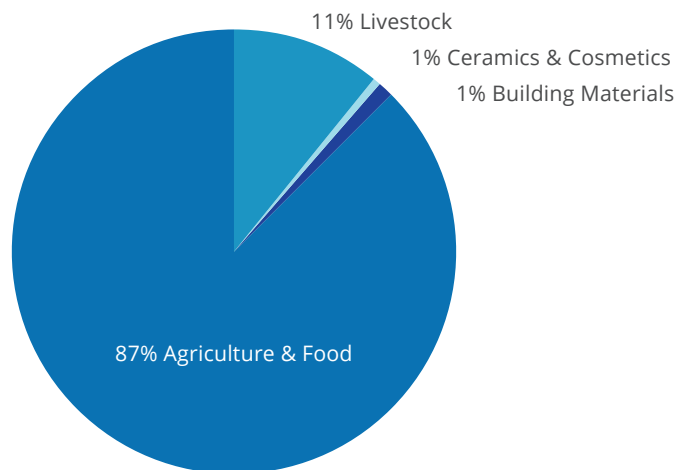
2.1 PRODUCTS TRADED

Given that no figures were available from the DRC side, our analysis is based on the statistics available from the National Institute of Statistics of Rwanda (NISR) and the Rwanda National Bank, and also on data collected through the survey. Data collected from April 2016 to December 2018 by the NISR in collaboration with the Rwanda National Bank indicate that most goods exported from Rwanda to the DRC through the Rusizi II border in terms of volume are agricultural (87%), which are also the most traded goods exported from

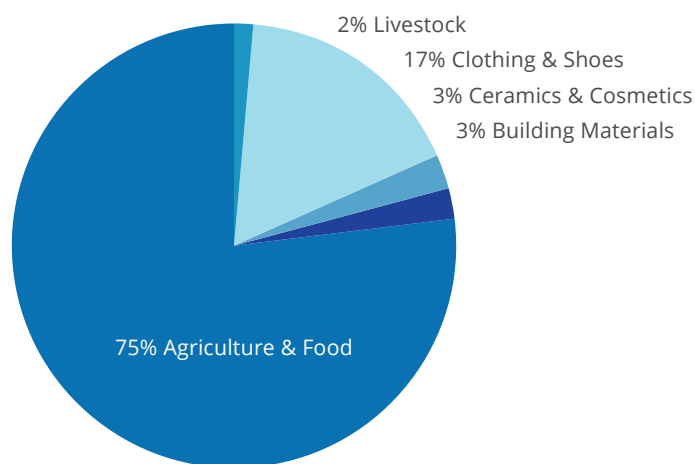
the DRC to Rwanda (74.8%)¹⁴. Further details are provided in the pie charts below. Typically, men are more likely to trade livestock and industrial commodities, whereas women are more likely to trade agricultural commodities¹⁵, which entails that most of the trade is done by women.

FIGURE 1: IMPORTED AND EXPORTED PRODUCTS IN RUSIZI II

RUSIZI II - Export Products
 (Apr. 2016 - Dec. 2018)



RUSIZI II - Import Products
 (Apr. 2016 - Dec. 2018)

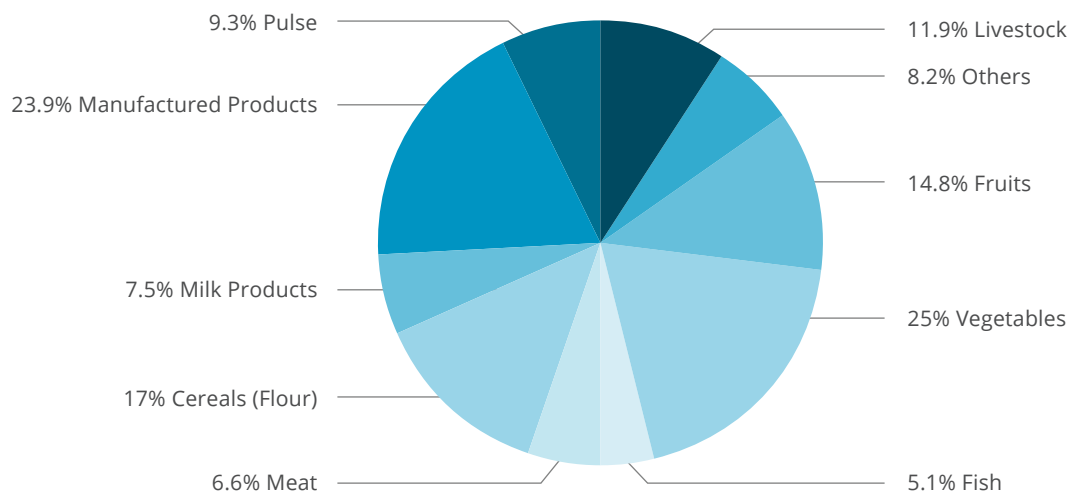


This is in line with the data collected during the survey. When respondents from the two countries were asked to mention the products that they sell, a quarter of them (25%) mentioned vegetables, 17% of the respondents said that they are involved in the business of cereals (flour), 14.8% said that they sell fruits, 11.9% sell livestock, while 23.9% are involved in the business of manufactured products. More details can be found in the following pie chart.

¹⁴ BNR Informal Cross Border Trade Annual reports

¹⁵ Republic of Rwanda Ministry of Trade and Industry (2012), National Cross-Border Trade Strategy 2012-2017.p.21 and Women and Trade in Africa: Realizing the Potential <http://documents.worldbank.org/curated/en/115591468211805723/pdf/825200WP0Women-00Box379865B00PUBLIC0.pdf>

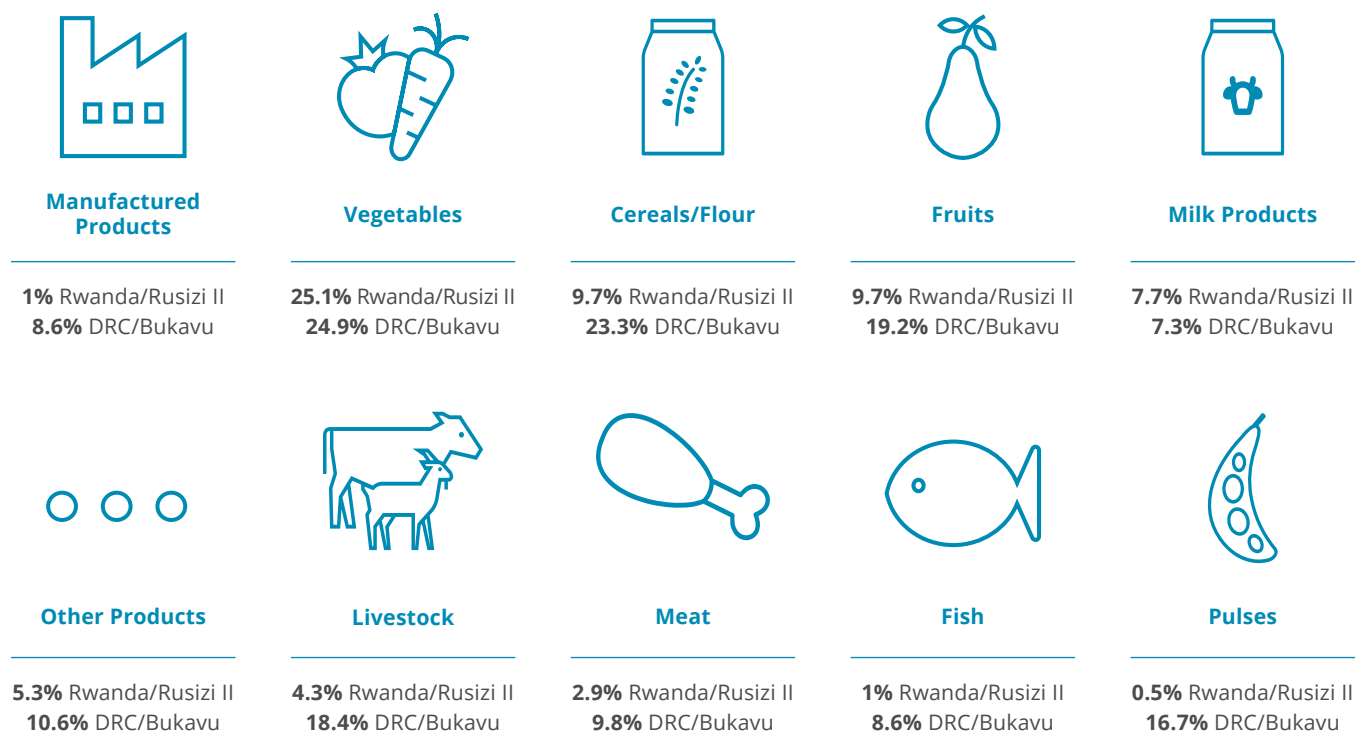
FIGURE 2: PRODUCTS INVOLVED IN SMALL SCALE CBT ON RUSIZI II/ BUKAVU BORDER ENTRY



The above pie chart shows that more than 70% of the small-scale cross border traders on Rusizi II/ Bukavu border are involved in the agricultural product and livestock. Specifically products sold include vegetables (25%), cereals (17%), fruits (14.8%), livestock (11.9%), milk products, etc. The proportion of CBTs involved in selling vegetables is almost the same in the two countries, 24.9% in Bukavu vs 25.1% in Rusizi II. However, differences were noted between the two countries where a significant number (40.6%) of traders from Rusizi II are involved in the selling of manufactured products, while only 9.8% of traders from DRC are involved in this type of business.

The following chart provides an insight into the comparison of priority products traded by CBTs in Bukavu and Rusizi II:

FIGURE 3: COMPARISON OF PRIORITY PRODUCTS TRADED BY CBTS IN BUKAVU AND RUSIZI II



2.2 INCOME GENERATED FROM PRODUCTS TRADED

The research also analysed the income generated from the items traded. Even though the majority of cross border traders are involved in agricultural products (vegetables, cereals/ flour, fruits, etc), it can be observed that an overwhelming majority of CBTs involved in this field earn less than \$50 a week. This can be explained by the fact that cross border trade generally constitutes a source of income for people with less capital. If we take an example of fruits business, 97.9% of CBTs in Bukavu earn less than 50\$ a week, while only 2.1% of the respondents earn between \$100 and \$200. The situation is slightly different from Rusizi II, where 90% of CBT earn less than \$50 a week, while 10% earn between \$50 and \$100. The same thing applies for vegetables. In Bukavu, 98.4% of Cross border traders involved in this business earn less than \$50, while it is 92.2% in Rusizi.

The business of livestock and meat is much more profitable for cross border traders from Rusizi. For instance, 16.7% of people who export meat to Bukavu earn above \$500 a week, while 0% from Bukavu earn such amount. Further, while 11.1% of CBTs from Rusizi involved in the business of livestock above \$500 a week, none of the CBTs from Bukavu earn such amount. Even though a significant number of cross border traders from Rwanda are more involved in selling manufactured products than their counterparts from DRC, data collected suggest that 20.8% of cross border from DRC earn between \$50 and \$200, while it is only 6% of Rwandan CBTs in the same category. More details into the income made by Cross border traders can be seen in annex 4.

2.3 VOLUME AND VALUE OF PRODUCTS TRADED

The research also analysed the value and volume of products involved in Cross border Trade on Rusizi II-Bukavu Entry point. The analysis is based on the data on the value and the volume of products, collected by the National Institute of Statistics of Rwanda (NISR) and the Rwanda National Bank (BNR) between 2012 and 2019. This can be observed in the table below.

TABLE 5: VOLUME AND VALUE OF INFORMAL TRADE FLOWS ON RUSIZI II-BUKAVU BORDER ENTRY

VOLUME OF IMPORT PRODUCTS			VOLUME OF EXPORT PRODUCTS		
Year	Import Volume(Kg)	Import -Value(Frw)	Year	Export Volume(Kg)	Export -Value (Frw)
2012	1,079,473	297,693,594	2012	6,404,089	2,268,134,430
2013	1,298,139	322,924,050	2013	7,641,300	2,829,323,262
2014	1,417,210	719,800	2014	7,370,407	2,937,576,251
2015	1,892	663,750	2015	8,301,713	2,756,316,819
2016	4,130	3,439,000	2016	3,312,362	1,585,486,970
2017	41,455	22,996,362	2017	6,701,502	2,669,316,239
2018	151,361	70,835,520	2018	25,110,433	7,511,374,422
2019	390,495	328,932,590	2019	30,891,480	9,292,570,172

Source: Rwanda National Institute of Statistics

The two tables above show that over the last 8 years Rwanda has exported to DRC more than what it imported from there through Rusizi II-Bukavu border crossing. While the total value of import between 2012-2019 was estimated at 1,048,204,688 Rwandan Francs, the total value of exports to DRC through Rusizi II was estimated at 31,810,098, 568 Rwandan Francs over the same period (around 30 times more). This shows that the town of Bukavu relies more heavily on the agricultural products from Rwanda. Further, in 2018, the export to DRC suddenly increased due to the strong commitment to strengthen bilateral trade ties between the two countries to further boost cross-border trade and particularly empower hundreds of small scale-cross border traders on both sides¹⁶. This trend is also coupled with the increased security in the region between Rusizi and Bukavu which creates a good environment for speeding up growth of trade.

Based on the data of the last four years (2016 to 2019), we made a projection and found out that, over the upcoming 5 years (from 2020 to 2024), there be will an average annual increase of around 2.8 billion Rwandan francs¹⁷ in the informal trade flow on this border crossing. This will only be possible if diplomatic relationships between Rwanda and the DRC continue to flourish, if security continues to prevail in the two countries allowing the free movements of goods and people and if the leaders of the two countries continue to be committed to eliminate tariffs and non-tariff barriers.

This projection in the volume and value of products involved in small-scale cross border trade is presented in the following table:

TABLE 6: PROJECTION OF IMPORTS AND EXPORT VOLUME AND VALUE

Year	Import (volume) in Kg	Import (value) in RwF	Export (Volume) in Kg	Export(Value)
2016	4,130	3,312,362	3,439,000	1,585,486,970
2017	41,455	22,996,362	6,701,502	2,669,316,239
2018	151,361	70,835,520	25,110,433	7,511,374,422
2019	390,495	328,932,590	30,891,480	9,292,570,172
2020	464,111	362,630,850	41,790,516	12,255,513,898
2021	591,011	465,062,843	51,905,144	15,051,844,677
2022	717,911	567,494,836	62,019,773	17,848,175,456
2023	844,811	669,926,828	72,134,401	20,644,506,235
2024	971,711	772,358,821	82,249,030	23,440,837,014

¹⁶ In April 2017, Ministers of Trade of Rwanda and the DRC met in Bukavu and discussed trade facilitation between the two countries. The two ministers committed to instruct relevant institutions to refrain from creating tariffs and non-tariff barriers for trade between the two countries. <https://www.newtimes.co.rw/section/read/211355>

¹⁷ The annual average increase of 2.8 billion RwF is calculated based on the average increase of the product value projection of 2020 to 2024.

The following figures highlight the actual volume of import and export products involved in small-scale cross border trade between 2012-2019 and projection of the import and export volume trend on Rusizi over the next 5 years from 2020-2024.

FIGURE 4: ICBT IMPORT AND EXPORT VOLUME TREND ON RUSIZI II (IN KGS)

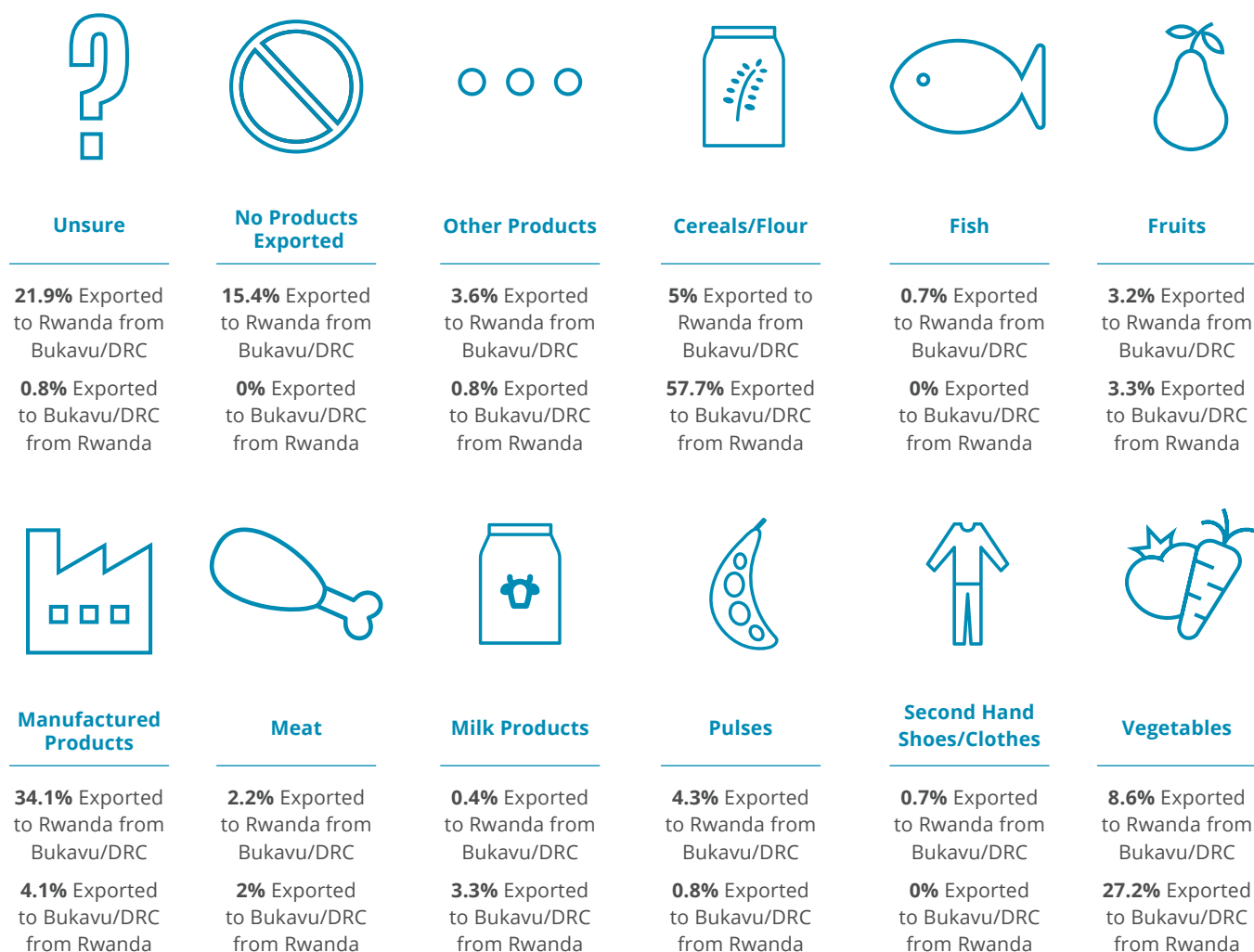
The next figure provides insight into the value of imports and exports to DRC and projection over the next 5 years.

FIGURE 5: ICBT IMPORTS AND EXPORTS VALUE ON RUSIZI II (RWF)

Perceptions of Cross border Traders on the most commonly traded products

In order to understand if the figures collected through secondary data and in the survey match with the perceptions of cross border traders, we asked the respondents to provide their opinion on the most commonly traded products through the Rusizi II border in terms of volume. According to their perceptions, the most commonly traded products from Rwanda to DRC are food items, such as cereals and flour (57.7%) and vegetables (27.2%); whereas the perceived most exported products from the DRC to Rwanda are manufactured products (34.3%); surprisingly, 22% of the respondents reported that they don't know which products are exported from the DRC, while 15.5% declared that no products are exported. The figure below shows which products respondents thought to be the most commonly traded between the two countries. It is clear that if cross-border traders have some knowledge of exports from Rwanda, their perceptions on exports from the DRC are far away from reality. This misinformation is an important point to be considered, and increased awareness on exports and imports from the 2 countries should be addressed from a programmatic perspective, as misinformation could create rumors and tensions between the two countries. A good example of rumor emerged from the qualitative data collected, as some respondents reported that raw products cultivated in the DRC cross the border illegally to Rwanda, where they are packaged and sold back in the DRC at a higher price.

FIGURE 6: PERCEPTIONS OF GOODS WHICH ARE MOST COMMONLY EXPORTED BETWEEN RUSIZI AND BUKAVU



Both formal and informal CBT takes place across the Rwanda-DRC border. In formal CBT, traders usually possess the required legal documentation and transport goods through formal border crossings. Formal trade is mainly dominated by large and medium scale traders. On the other hand, informal CBT is largely carried out by people who live in border communities and have small-scale business operations, and many of them are women.

The table below presents trends in the trade flows in terms of value between Rwanda and the DRC over the last four years.

TABLE 7: VALUE OF RWANDA AND DRC CROSS-BORDER TRADE 2015 – 2018

Year	2015	2016	2017	2018
Informal CBT (RWF)				
DRC exports to Rwanda	3,076,931	2,177,629	3,044,840	2,094,866
Rwanda exports to DRC	82,494,890	104,244,893	150,870,997	108,837,254
Formal CBT (RWF)				
DRC exports to Rwanda	7,018,691,813	6,409,686,073	6,825,148,627	7,867,123,484
Rwanda exports to DRC	158,046,755,990	160,460,411,676	55,583,480,640	103,849,951,064

Source: MINICOM Annual trade performance report (2018)

The data from the Rwanda Ministry of Trade (MINICOM) presented above shows that Rwanda has been running large trade surplus with DRC over the past 4 years. The two countries have expressed a strong commitment to increasing trade and cooperation, and are both members of the Common Market for Eastern and Southern Africa (COMESA) and the Communauté Economique des Pays des Grands Lacs (CEPGL). For more information on the value of imports between the two countries, refer to annex 5.

The research also collected data about traders' perceptions of whether exports through Bukavu and Rusizi II increased, decreased, or remained the same during the past year. The table below shows that overall Congolese traders are more optimistic of how trade has evolved in the past years with over 40% of respondents answering that this has increased; on the other hand, Rwandan traders reported either that they are not aware if any change happened (34.4%) or that the quantity has reduced (24.7%).

TABLE 8: PERCEPTIONS ABOUT THE CHANGES IN COMMONLY TRADED EXPORTS

Respondents' point of view	Rwandan traders (%)	Bukavu traders (%)
Quantity has increased	19.6	40.5
Quantity has reduced	24.7	20.9
Nothing changed in the quantity	21.3	17.3
I don't know if any change happened	34.4	21.3
Total	100.0	100.0

If we compared these perceptions with actual data coming from the Rwanda National Bank (BNR) and presented below, we notice that these perceptions from the Congolese side are overall in line with reality, as the overall value of import to Rwanda through DRC has indeed increased in the past years, however this is not the case with perception from the Rwandan side, given that also exports from Rwanda have increased. Based on the data presented below, there doesn't seem to be any specific trend of increase or decrease related to seasonality; for more accurate information on seasonality related to types of products, this subject should be investigated further.

FIGURE 7: RUSIZI II IMPORT TRENDS (2016-2018)

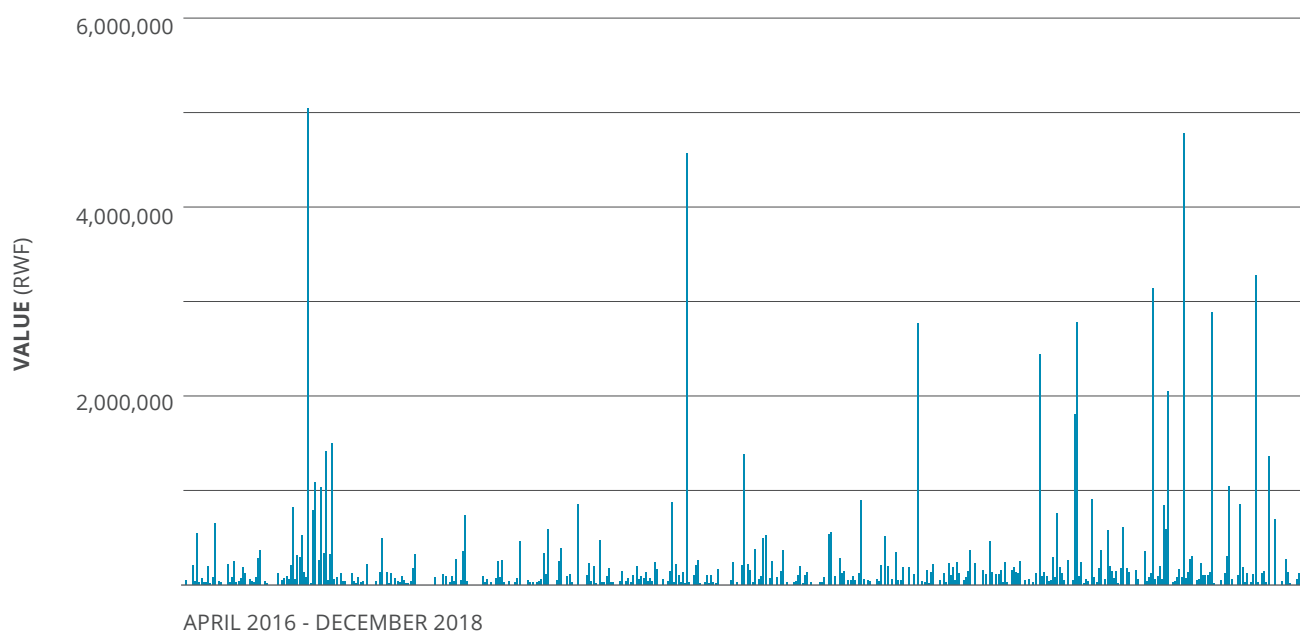
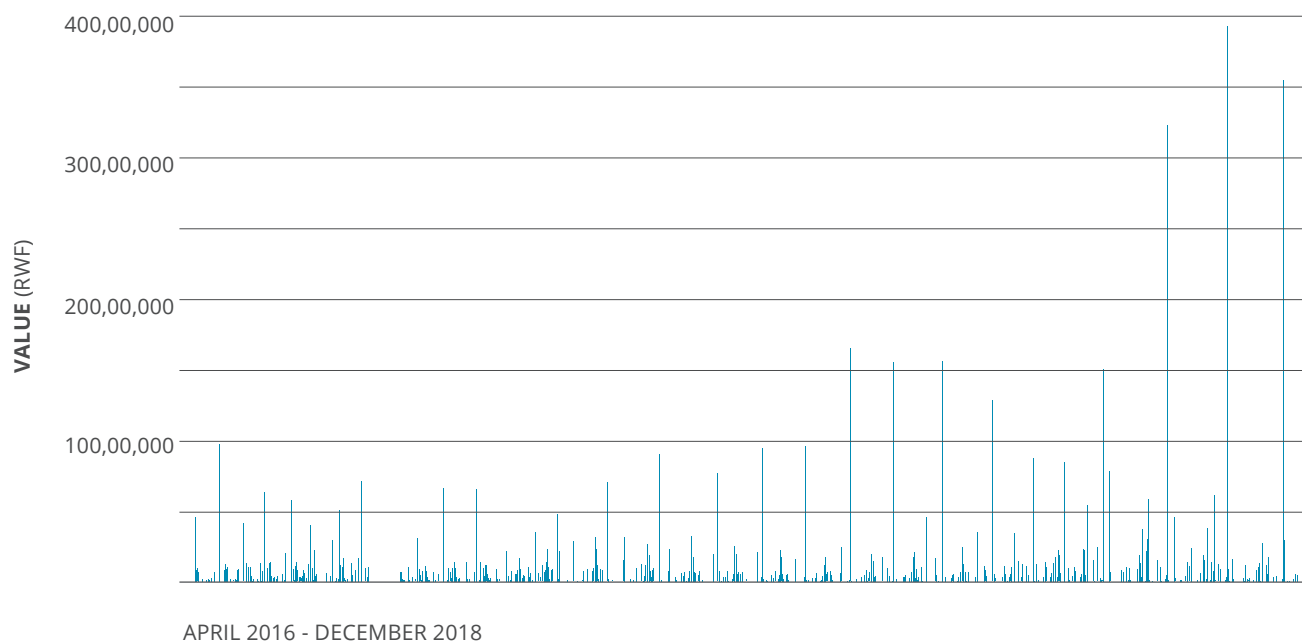


FIGURE 8 : RUSIZI II EXPORT TRENDS (2016-2018)



Through the qualitative data collection we were able to identify the following enabling factors supporting the commercial flow increase:

- ⦿ **Multiple bilateral engagements** signed between the two countries in recent years to address trade and non-trade barriers (NTBs) have provided avenues for fostering the trade between Rwanda and the DRC. As an example the possibility for people living at the border to cross using the “*jeton*” or the CEPGL without the need for either a passport or a visa, was mentioned repeatedly as one of the improvements that facilitated and boosted CBT;
- ⦿ **Improved diplomatic relations** between the two countries in recent years had ripple effects on the business environment for cross border trade, including through a facilitated business registration process on both sides. As one stakeholder stated: “*the number of Rwandan investors in Bukavu increased. Currently trading companies and individuals can register their business while before it was impossible, it required to operate in the name of a Congolese citizen.*” (KII male, Rwanda);
- ⦿ The **provision of credits** provided by microfinance institutions to individual cross border traders as well as members of associations and cooperatives, were also mentioned among the enabling factors. As one of the KII participants reported: “*remarkable evolution [happened when] we started providing loans to women traders; trade flow increased, especially at Rusizi I, because their trade activities were funded. Relationships of those women with their husbands . . . improved because they contribute to household expenses*”;
- ⦿ Activities run by international organizations, such as Alert International and Search for Common Ground, increased traders and border officials’ awareness on key issues and reduced conflicts. Specifically, **activities focused on building and improving the relationships between border officials and cross border traders, as well as activities aimed to raise awareness on cross border traders’ duties and rights** were mentioned by the respondents as contributing to greater awareness of CBT policies and reduced confrontation with officials at the border.

The findings show that the incomes generated by CBT are very similar between Bukavu and Rusizi II. On both sides of the border, most traders earn “less than US \$50 per week” (Bukavu 92% and Rusizi II 90%), while less than 5% of traders on either side of the border make more than \$100 per week. For further information on the employment, income of cross border traders and income generating activities, please refer to Annex 6.

2.3 DELAYS IN CROSSING THE BORDER AND RELATED IMPLICATIONS ON GENDER ISSUES

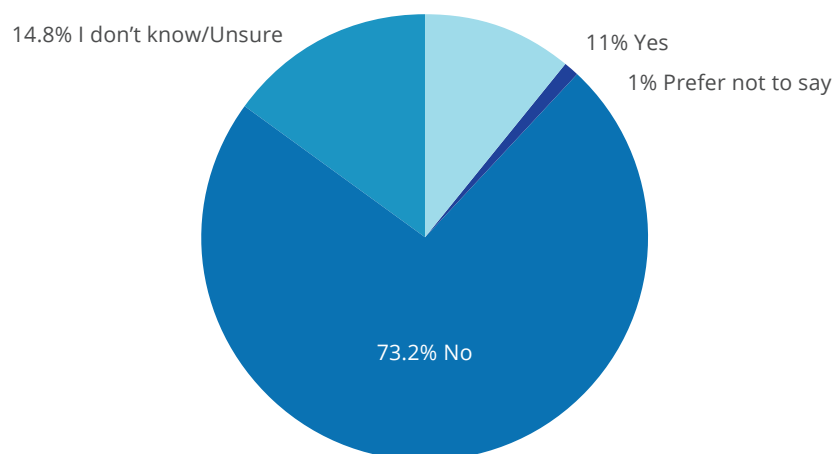
In regards to the amount of time needed to cross the border at Bukavu and Rusizi II, respondents reported that it is much quicker to clear the border at Rusizi II than at Bukavu. More details on the time spent while crossing the border can be found in annex 6.

Overall it was also noticed that, the delays in crossing the border expose traders to potential risks, especially those women traders who are delayed and don’t manage to cross the border by 6 pm, when the Rusizi II border closes. A respondent noted that, *“women who trade fish and vegetables ... when the border is already closed, some of them can take a car and go to cross [at] Rusizi I because there the border closes at 10 pm; [but] those who are unable to take the car are in danger; they don’t have anywhere to sleep and stay, they can face violence and harassment.”* This is true for both Congolese and Rwandan women traders alike, who sometimes get stuck at the border and cannot cross on the other side on time. In this sense, it is important for any programmatic intervention at the border to take into account challenges related with delays but also with the time of the border closure, possible actions to be taken are: facilitating the set up of safe resting points and/or stations where traders can rest at night on both sides of the border; supporting awareness raising on both sides on issues related with the protection of cross-border traders; advocacy for the extension of border operating hours; support for the possible establishment of a one stop border post (OSBP); and working with the Congolese border officials to address delays.

Participants were also asked if women involved in cross-border trade faced harassment. Although the vast majority responded negatively, 11% agreed that women involved in CBT on Rusizi II-Bukavu border crossing have faced sexual harassment, and almost 16% either is unsure or prefer not to respond.

FIGURE 9: HARASSMENT AT THE BORDER

DO WOMEN IN CROSS-BORDER TRADE FACE HARASSMENT?



“EVERY TIME WE PASS, THEY ASK US TO GIVE THEM MONEY OR TO GIVE THEM SOME OF OUR PRODUCTS; IF IT’S EGGS, EGGPLANTS OR ANY OTHER PRODUCTS, THEY PICK SOME, [AND] IF YOU REFUSE OR WANT TO RESIST, YOU ARE HARASSED OR THEY TAKE YOUR GOODS.”

CROSS-BORDER TRADER IN RUSIZI FGD

Certainly, any amount of harassment of cross-border traders should not be tolerated, besides cases of harassment can cause stress and trauma, which could have ripple effects on the life of the people directly exposed to violence and abuse, but also on those who are close to them, and hinder trade overall.¹⁸ Moreover, the qualitative data suggests a level of harassment going far beyond that indicated by the survey data. The cases of harassment mentioned were mostly of 2 types: verbal and physical abuses, through sexual teasing and pranking, but also touching and grabbing, as well as requesting payment in products or illegal taxes by threatening the traders. Impunity was mentioned as one of the main reasons for which cases of harassment happen frequently.

“Every time we pass, they ask us to give them money or to give them some of our products; if it’s eggs, eggplants or any other products, they pick some, [and] if you refuse or want to resist, you are harassed or they take your goods” (cross-border trader in Rusizi FGD).

Testimonies collected as part of FGDs and KIIs revealed that most of the women in Eastern DRC and Rwanda do not feel comfortable to openly discuss about those harassment issues, and that witnesses or victims of cases of harassment are reluctant to freely share this information.¹⁹ For more information on the breakdown of the existing types of harassment against women refer to annex 7.

Nonetheless, beyond merely indicating the extent of the harassment problem, the qualitative data collected suggests the need for a programmatic approach that intentionally tackles the issue of harassment at the border. Beyond raising awareness of the problem with border officials and other people working at the border and building their knowledge on harassment and how to respond, a system should be put in place to facilitate reporting of harassment cases for cross-border traders and a quick follow-up and response by the relevant authorities to hold the perpetrators accountable. Moreover the need for psychosocial support and trauma healing for witnesses and victims should also be addressed.

2.4 TRADING BARRIERS

The vast majority of cross-border traders (61.6%) reported that they do face regular challenges in their work, as per pie chart presented on the left. Most participants (69%) reported facing most of the challenges on the Bukavu side of the border, and only to a lesser extent on the Rusizi II side, as per the chart below on the right. This finding is also corroborated by what participants to FGDs and KIIs reported during the discussions. Overall the border authorities on the Bukavu side were portrayed as poorly organized and not efficient, although they were also depicted as less stringent and “easy going”.

¹⁸ Paul Brenton, Celestin Bashinge, Bucekuderhwa, Caroline Hossein, Shiho Nagaki, and Jean Baptiste Ntagom. [Risky Business: Poor Women Cross-Border Traders in the Great Lakes Region of Africa](#). Africa Trade Policy Notes. Note #11. 2011.

¹⁹ *Ibid.*

FIGURE 10: EXISTENCE OF CBT CHALLENGES

VIEW OF TRADERS ON THE EXISTENCE OF CHALLENGES IN CROSS-BORDER TRADE

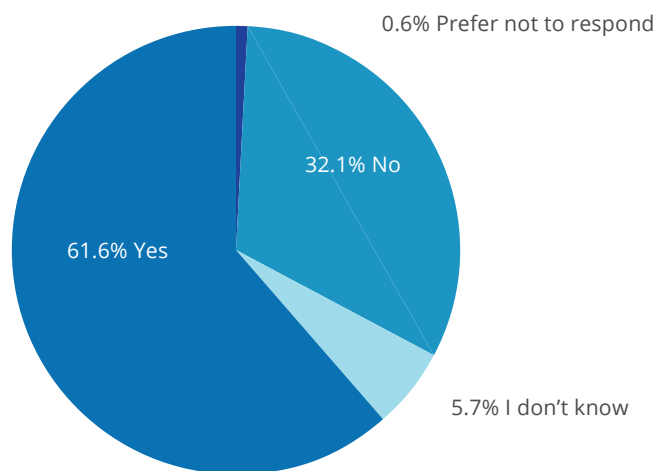


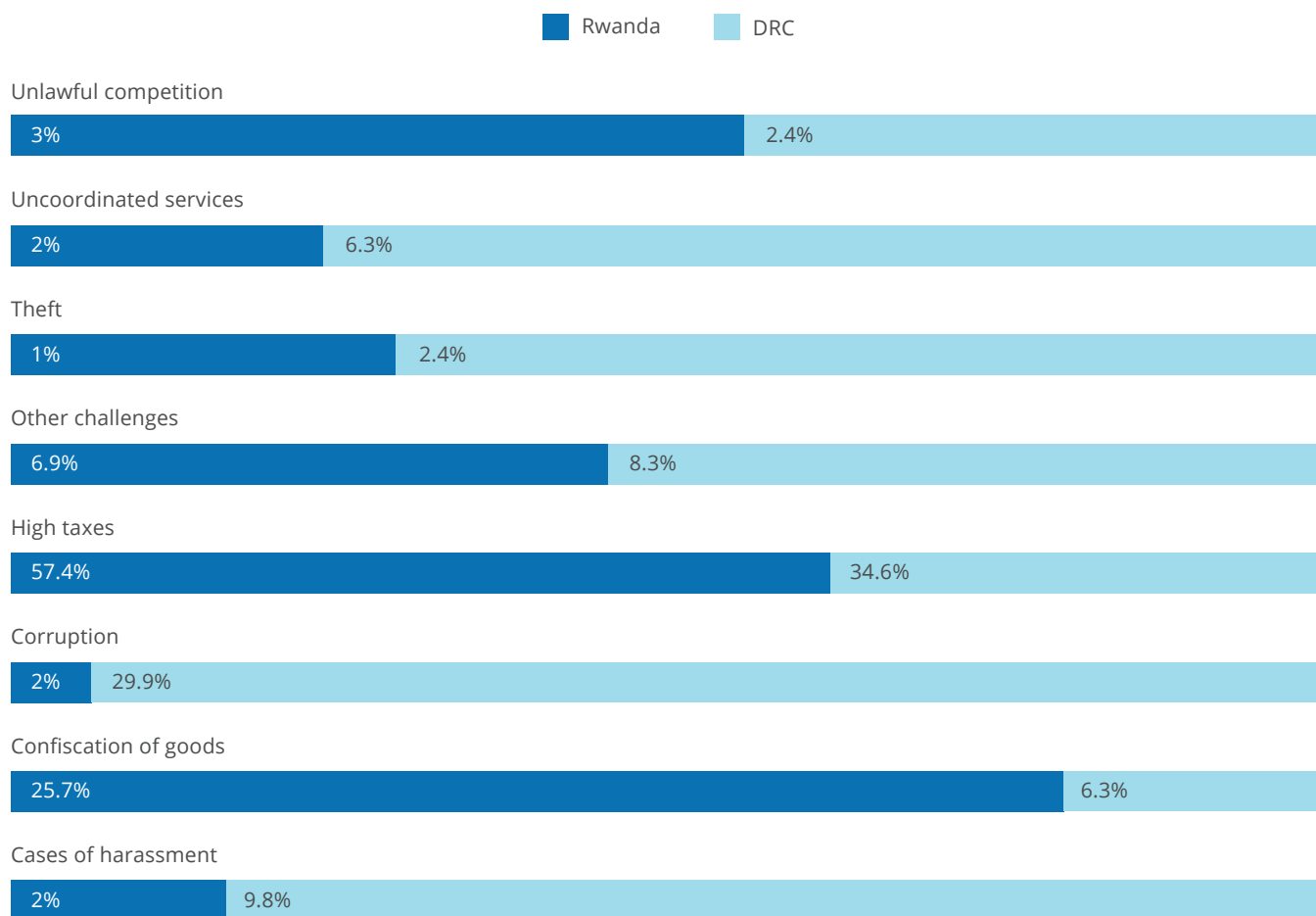
FIGURE 11: CBT CHALLENGES BY BORDER

VIEW OF TRADERS ON THE EXISTENCE OF CHALLENGES IN CROSS-BORDER TRADE



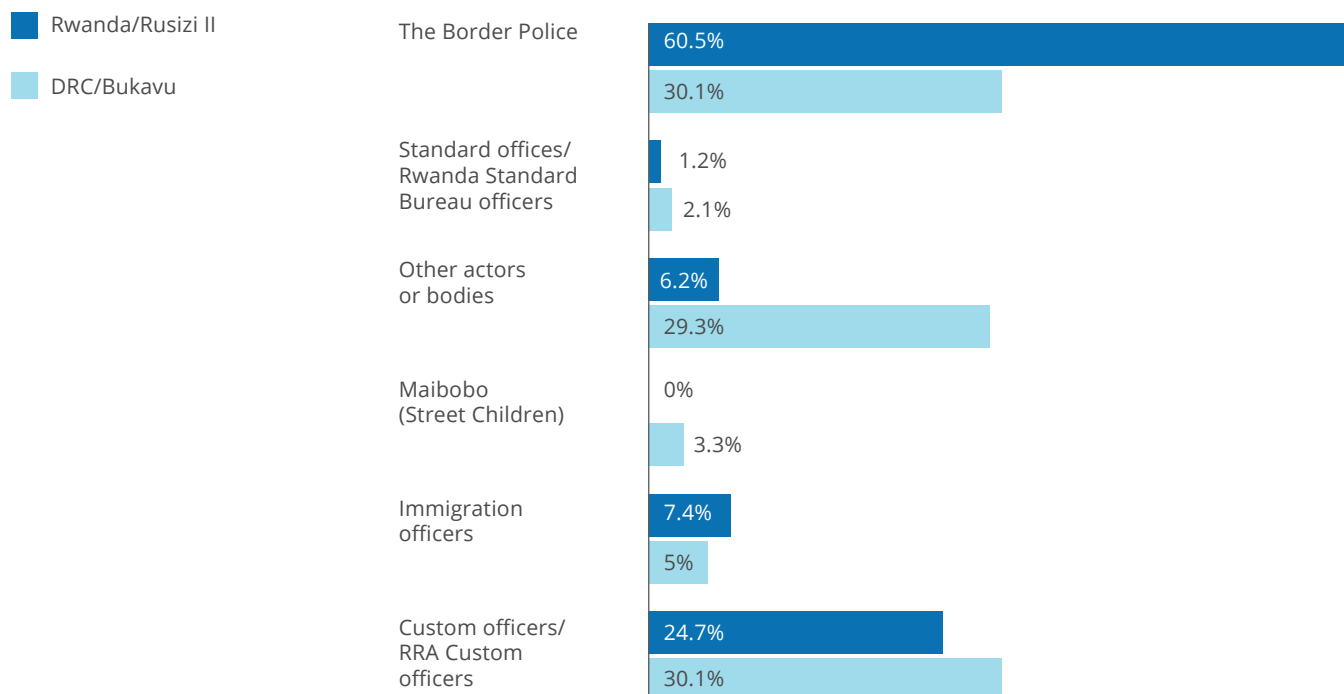
Digging deeper into the type of challenges faced at the border, the data shows that both in Rwanda and DRC the highest challenge faced is high taxation, while in Bukavu corruption was mentioned as one of the other main obstacles, in Rwanda the confiscation of goods emerged as the second biggest challenge (see annex 8). These challenges showcase the need for a stronger awareness of taxation and regulations on the Rwandan side to avoid goods to be confiscated, and on the Congolese side the need for developing programmatic initiatives to fight corruption. Nonetheless, data also shows that cross-border traders face different types of challenges on both sides of the border, and therefore programmatic options should be tailored to specific unique needs on each side of the border. These may also include advocacy and support through mechanisms like improved implementation of the simplified trade regime (STR) for small scale cross border traders which exempts customs duties on consignments of products on a mutually agreed common lists and of a value of up to \$2,000.

FIGURE 12: COMPARISON OF THE TYPE OF CHALLENGES IN CBT IN BUKAVU AND RUSIZI II



In order to further understand potential spoilers and enablers of cross-border trade, the survey also examined which border actors are perceived as the most challenging to deal with; the results for Rusizi II and Bukavu are depicted in the graph below. For Rusizi II, most of the respondents mentioned the border police as the most challenging actors, followed by RRA Custom officers; whereas in Bukavu the findings show that the cross-border traders experience the greatest challenges with the border police and customs (both at 30.1%), followed by “other actors and bodies,” at 29.3%. A trend that deserves to be mentioned is that a small number of respondents reported to be significantly challenged by street children in Bukavu called “*Maibobo*”, who appear to have been an increasing threat to cross-border traders. Although the presence and role of *Maibobo* is outside the scope of the research, it would be important to investigate this trend further and understand at what level they become a threat for cross border traders and if any specific programmatic intervention is needed.

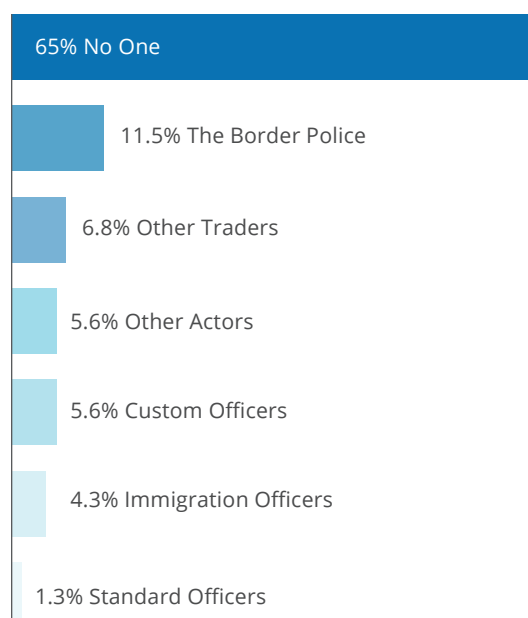
FIGURE 13: BORDER ACTORS FOUND MOST CHALLENGING BY CROSS-BORDER TRADERS AT RUSIZI II AND BUKAVU



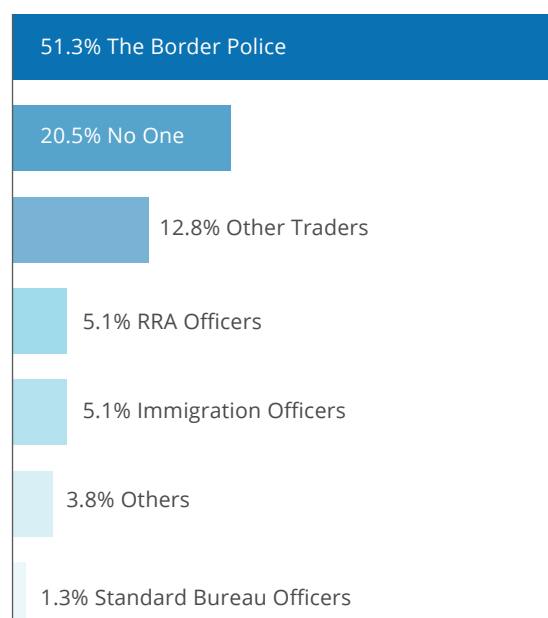
On the other hand, in terms of enablers, the difference between the two borders is remarkable. For the DRC side, most of the respondents reported that there are no actors whom they are willing to consult - or that they had consulted in the past - to address their issues. Yet the scenario was more positive on the Rwandan side of the border where people mostly refer to the border police (51.3%) to solve their problems, although a significant percentage (20.5%) reported that they consulted or would consult “none”.

FIGURE 14: ACTORS CONSULTED TO RESOLVE PROBLEMS AT BUKAVU (LEFT) AND RUSIZI II (RIGHT)

CBT ACTORS CONSULTED ON BUKAVU SIDE



CBT ACTORS CONSULTED ON RUSIZI II SIDE



Interestingly, even if Rwandans surveyed consider Border Police as the most difficult to deal with, they also seem to be most willing to consult with them about their issues. This indicates that, while these authorities may sometimes give traders an unnecessarily hard time, they are also deemed reliable to support traders to address some of the challenges they may face. The vast majority of participants in FGDs reported that in case of problems, they wouldn't seek any support, mostly because they don't believe their problems would be solved. This indicates that for any program implemented at the two borders for it to be effective, it needs to envisage activities which build trust among traders and border officials, especially border police and customs on both sides.

2.5 LEVEL OF PARTICIPATION AND KNOWLEDGE OF CROSS BORDER TRADERS

Concerning the level of inclusion of cross border traders in trade-related decision making processes, most of the small cross-border traders interviewed in FGDs indicated that traders were usually not consulted in trade-related decision-making. They also reported feeling undervalued due to their low economic power, small capital and, often, a low education level, and reported that during consultative processes only large scale traders were consulted. Small-scale traders usually find out about new regulations and policies when they reach the border or when they are found trading unauthorized products. KIIs mostly validated these findings, suggesting that petty traders are not usually consulted because they have limited skills and little capital. However, some key stakeholders in Rwanda argued that opinions of traders are collected indirectly through the Private Sector Federation (PSF)²⁰, which is usually consulted about laws relating to trade. Moreover, in Rusizi II traders participate indirectly in policy formulation through the suggestion box located at the border checkpoint, which is used to collect ideas for further improvement. It emerged that some traders also have meetings with Rwanda Revenue Authority (RRA) officials, local government officials who are tasked to respond to citizens' concerns. However, when it comes to participation in decision making processes, Rwandan petty traders reported that their voices and needs are not included in these consultation processes. From a programmatic perspective, it would be important to address this sense of marginalization and exclusion felt by petty traders on both sides by for instance creating platforms for dialogue with decision makers. Another opportunity for petty cross border traders to have a bigger say in policy formulation, is by joining associations and cooperatives to learn from one another, share ideas and to be able to have a strong voice.

Overall, the majority of Congolese cross-border traders reported having an average level of knowledge of CBT policies and procedures, whereas the majority of the Rwandan traders reported having a poor knowledge of the same as detailed in the table below.

TABLE 9: CONFIDENCE OF CROSS-BORDER TRADERS AT RUSIZI II AND BUKAVU IN THEIR LEVEL OF KNOWLEDGE OF CBT POLICIES AND PROCEDURES

Level of CBT knowledge	Rwanda/Rusizi II n=246	DRC/ Bukavu n=280
Very good	2.0%	1.4%

²⁰ Private Sector Federation (PSF) is an organization which is dedicated to promoting and representing the interests of the Business community in Rwanda,

Good	2.4%	17.1%
Average	36.2%	64.3%
Poor	56.9%	16.8%
Very Poor	2.4%	0.4%

The study also asked participants to list border services they know, and findings show that the level of knowledge of existing services offered on the DRC side is higher than the ones on the Rwandan side, as per table below.

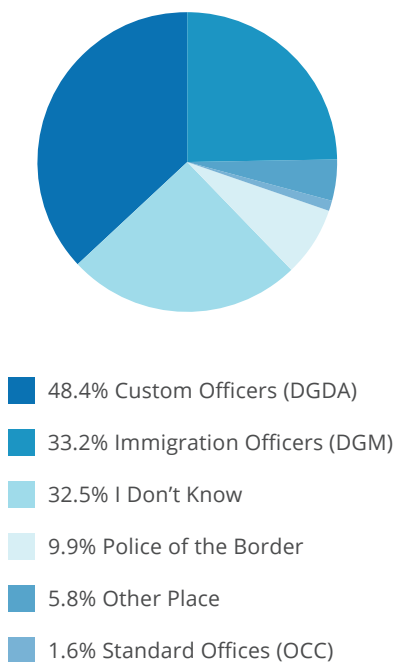
TABLE 10: KNOWLEDGE OF EXISTING SECURITY SERVICES ON BOTH SIDES OF THE BORDER

Official services offered on the border	Knowledge on service offered on Rwanda side	Knowledge on service offered on DRC side
The Border Police	19.0%	40.5%
Migration / DGM	67.5%	52.3%
RRA/DGDA	17.1%	79.5%
Hygiene services	0.0%	46.8%
RSB/OCC	11.2%	44.9%
Security	10.5%	0.0%
Ministry of Health	8.4%	0.0%
REMA	5.1%	0.0%
RAB	0.4%	0.0%
Other service	0.6%	1.3%
I don't know any service	26.8%	9.7%

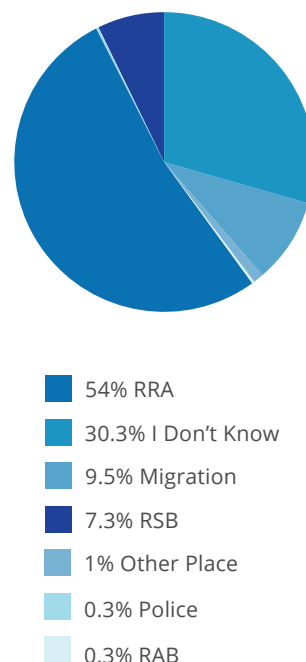
In regards to the level of knowledge of taxation, the responses indicate that about one third of the respondents on both sides do not know to whom they are legally required to pay taxes. This leaves them vulnerable to manipulation by people pretending to be security personnel or other border officials to “collect taxes” from them. For the Congolese border, less than half (48.4%) of respondents answered correctly that they should pay their taxes to customs officers, which is very close to the figure for the Rwandan border (54%). This indicates a need for much greater sensitisation of cross-border traders on the laws surrounding CBT, especially around rights and duties taxation, to avoid manipulation by others.

FIGURE 15: RESPONSES TO WHERE TRADERS ARE SUPPOSED TO PAY ACCORDING TO THE COUNTRY'S LEGISLATION?

ACCORDING TO DRC TAXATION LAW, WHERE ARE YOU SUPPOSED TO PAY?



ACCORDING TO RWANDAN TAXATION LAW, WHERE ARE YOU SUPPOSED TO PAY?



Concerning participants' knowledge of which travel documents are required to cross the border, an overwhelming majority of the respondents (97.7%) in Rwanda and DRC reported to be aware of the required documents to cross the border. Concerning the type of document needed, almost half of the respondents (49%) mentioned the "jeton", which is also the most used document by petty cross-border traders. Unlike other documents, which require a lot of bureaucracy and are expensive, the "jeton" is obtained daily at the border and it consists of a piece of paper which can be used to cross daily - from the DRC to Rwanda and vice versa - for nationals residing at the border and carrying their national identity card. Other travel documents mentioned during the survey include laissez-passer, CEPGL and passport. Overall, the knowledge on travel documentation of traders interviewed from both countries was very high.

FIGURE 16: KNOWLEDGE ON THE REQUIRED TRAVEL DOCUMENTS

DO YOU KNOW WHICH ARE THE TRAVEL DOCUMENTS YOU NEED TO CROSS THE BORDER?

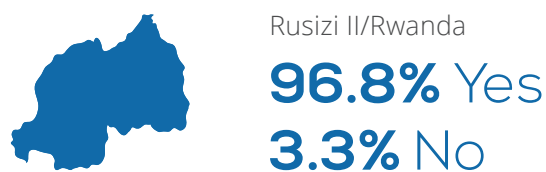
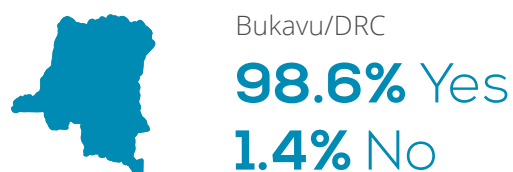
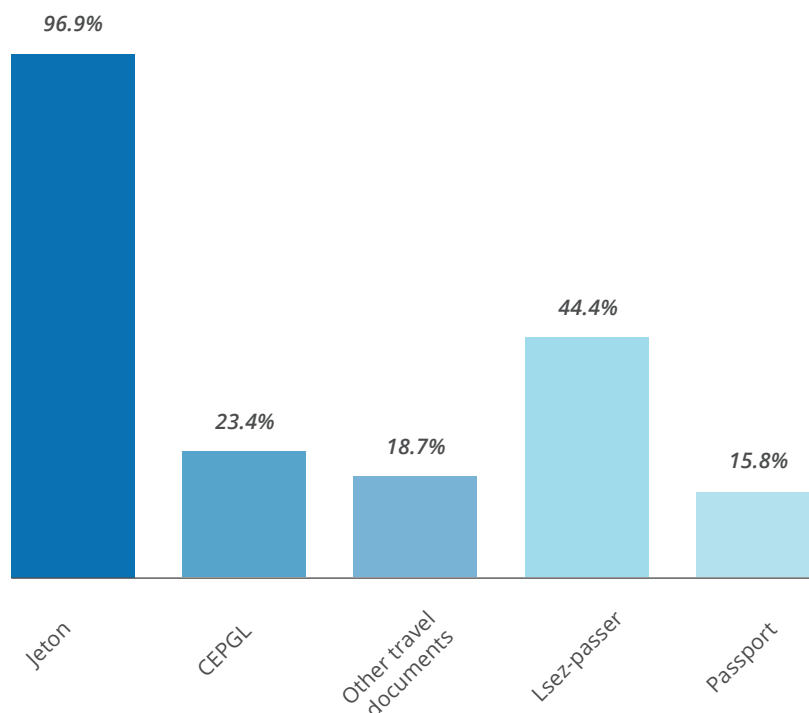


FIGURE 17: WHAT TRAVEL DOCUMENTS ARE RESPONDENTS FAMILIAR WITH?



Finally, cross border traders interviewed were requested to self-assess their level of knowledge of the quality standards and certifications required for each product as per Congolese and Rwandan regulations. As the figure below shows, a large majority of participants stated that they did not know which quality standards apply in both countries, indicating very limited knowledge on the same. This can also be related with the high level of confiscation described as one of the biggest challenges faced on the Rwandan side, where according to respondents *“legislations tend to be applied more rigorously than in the Congolese side”*. Stronger knowledge of these standards would prevent individuals from having their goods seized at border checkpoints, and subsequently having a negative impact on their incomes. It would also contribute to avoiding misunderstandings between traders and officials, hence diminishing tensions and fostering positive relationships between them, with broader beneficial effects to the CBT between the two countries.

FIGURE 18: DO YOU KNOW WHICH QUALITY STANDARDS APPLY IN DRC OR RWANDA FOR THE PRODUCT YOU TRADE IN?



Despite most survey respondents indicating that they don't know the quality standards in Rwanda and the DRC, it may be worth noting that FGDs and AIs show that majority of Rusizi and Bukavu cross-border and non-cross-border traders know that products to be consumed or traded should be of good quality and that

“...IT IS ESSENTIAL FOR HEALTHY LIVING, PRESERVATION OF MANKIND AND FOR SICKNESS PREVENTION; THAT ALL PRODUCTS BEFORE BEING SUPPLIED TO THE MARKETS QUALITY BE VERIFIED BY BODIES RESPONSIBLE FOR QUALITY CHECK.”

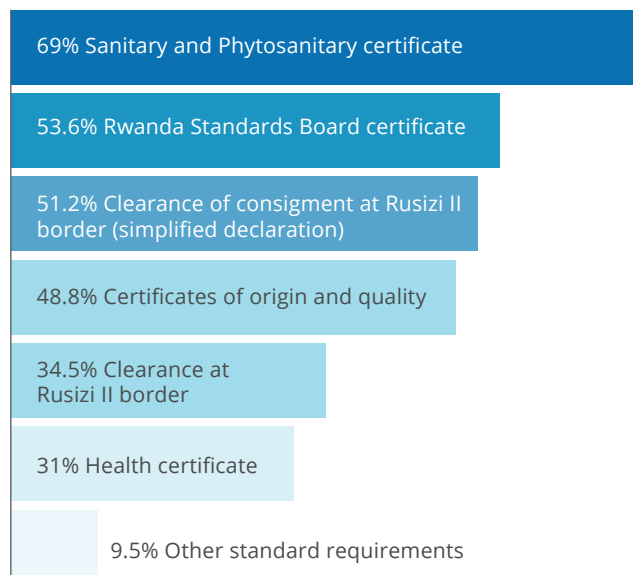
FGD, RWANDA

there should be a minimum quality standard. For instance, in Rwanda, FGDs showed that traders had heard of quality standards, which are also applied by others, including producers and governmental institutions, as *“it is essential for healthy living, preservation of mankind and for sickness prevention; that all products before being supplied to the markets quality be verified by bodies responsible for quality check”* (FGD, Rwanda).

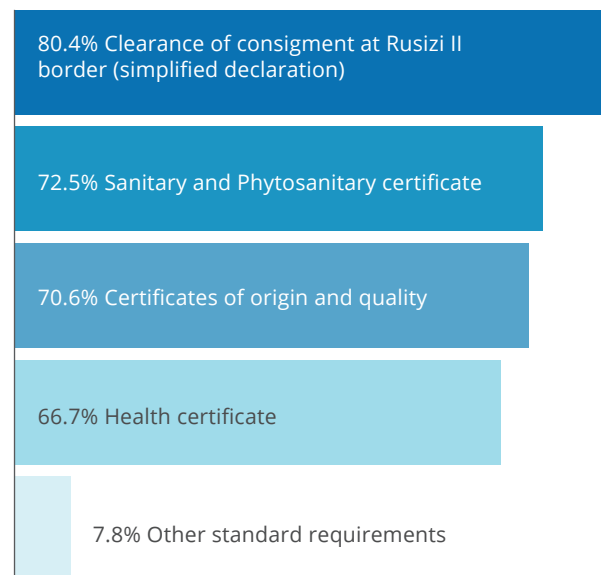
For the minority who answered positively to the question above, we asked them to mention the quality standards they were aware of. In Rwanda, respondents were mostly knowledgeable about the sanitary and phytosanitary certificate, which appears to be the one which is most commonly inspected at the border. Overall in the DRC, traders showed more knowledge of the various certificates required at the border, including the clearance of consignment, and phytosanitary certificate, the certificates of origin and quality, and the health certificates, which were all mentioned by over 66% of survey participants.

FIGURE 19: KNOWLEDGE LEVEL ON PRODUCTS QUALITY STANDARDS

KNOWLEDGE LEVEL ON PRODUCTS STANDARDS REQUIREMENTS ON RWANDA SIDE OF THE BORDER



KNOWLEDGE LEVEL ON PRODUCTS STANDARDS REQUIREMENTS ON DRC SIDE OF THE BORDER



More research should be done to determine whether adequate knowledge about necessary certification standards is also a reflection of the real practice. There is evidence that issues of quality, certification and standards may impede the operations of small-scale cross-border traders. There is a need to further examine these issues and establish the best way to implement interventions aimed at facilitating CBT.

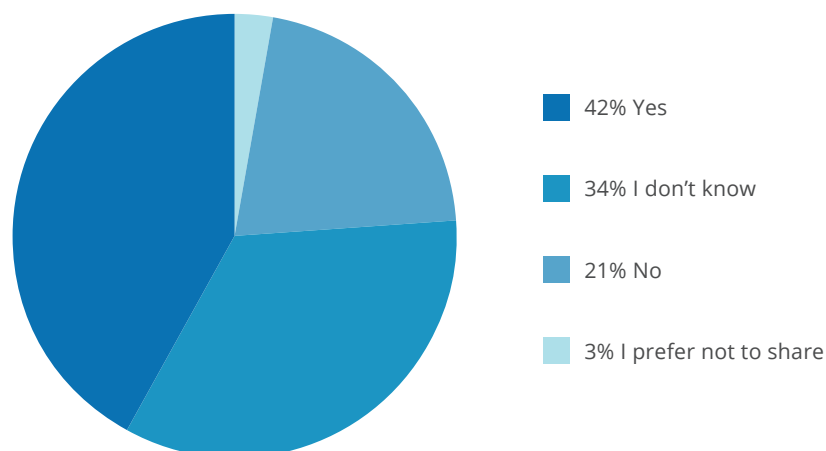
Qualitative data collected show that cross-border traders in Rusizi II and Bukavu, have low financial and business management capacities, and lack knowledge of trade-related laws and policies, which is a major gap for engaging in CBT. The majority of participants in FGD reported limited information on market, CBT and its regulatory framework, which exposes them to potential risks - as an example, some of them use unauthorised routes to cross the border with goods, which are in fact exempted for tax payment - being exposed to punishments, violence, abuse and harassment. Nonetheless, various stakeholders, including CSOs, government agencies, NGOs, and microfinance institutions have contributed to building the capacity of cross-border traders in the past, particularly by providing them with training, loans and grants to help them to raise their capital, but the majority of them have not yet reached the modest growth objectives they have set for themselves; which proves that training only is not an effective way of bridging these gaps.

For more info on the level of knowledge of the National and Regional Regulatory Frameworks for CBT please refer to annex 9.

2.6 INFORMAL CBT ROUTES AND PRACTICES

The study identified several informal routes used by traders to transport goods across the border on both sides. Overall, the majority of the respondents (42%) reported that informal routes are used by CB traders, while many respondents preferred not to share this information or said they didn't know (36.9%), as indicated in the pie chart below.

FIGURE 20: DO TRADERS USE INFORMAL ROADS OTHER THAN BUKAVU/RUSIZI I AND II IN THEIR CROSS-BORDER TRADE?

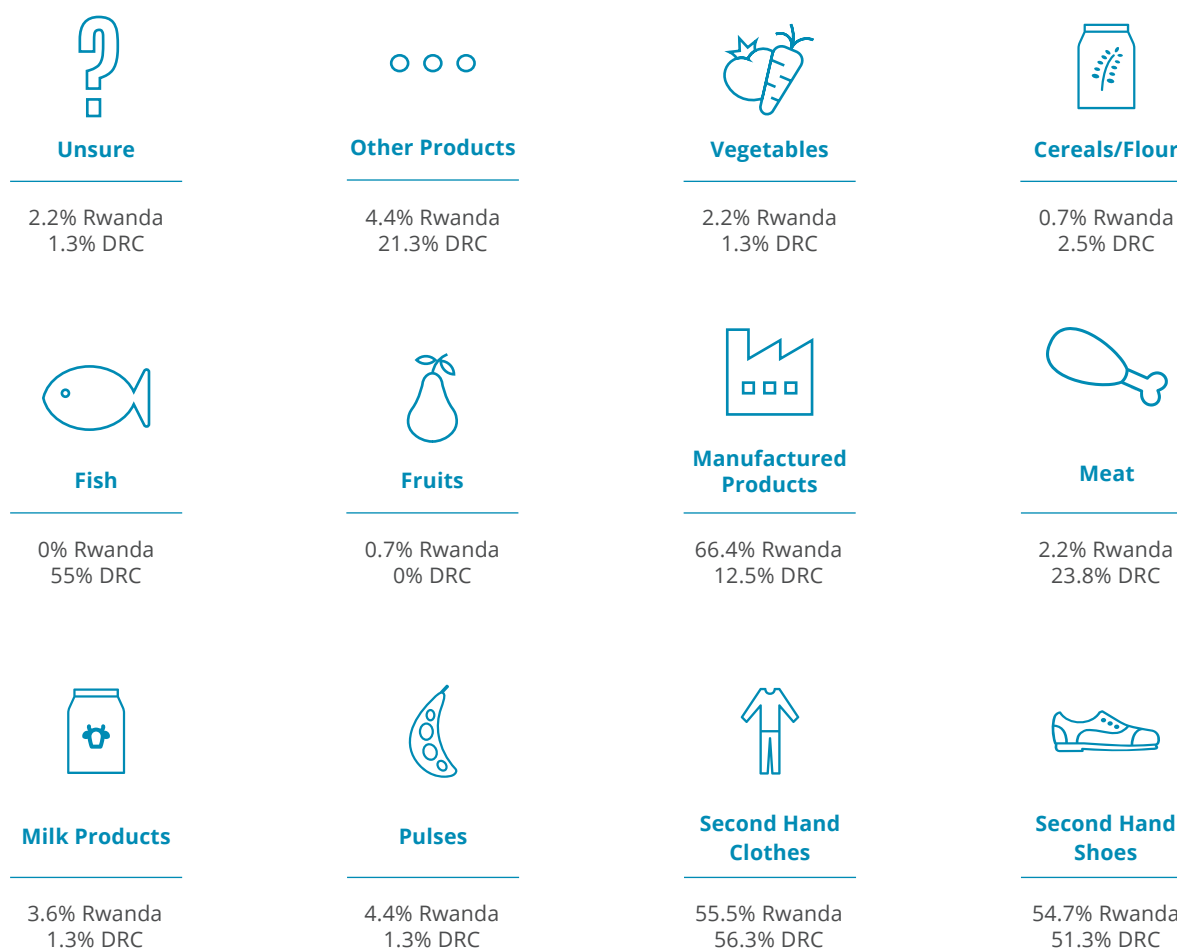


FGDs, KIIs, and AIs showed that the informal routes most used for CBT include: the Rusizi River (swimming or using small boats), Lake Kivu, and small pathways created in the bush. Both Rwandan and Congolese cross-border traders admitted using these routes.

Because formal routes are more secure and also allow goods to be more easily monitored and regulated by the government, it is recommended that actions be taken to incentivize people to cross the border using formal checkpoints. Such actions may include simplifying the legal structure surrounding border crossing, improving security services at the checkpoints, rooting out corruption among the security personnel, and preventing traders from being harassed at any stage of their crossing. The benefits of these actions will be both to individuals and to society at large.

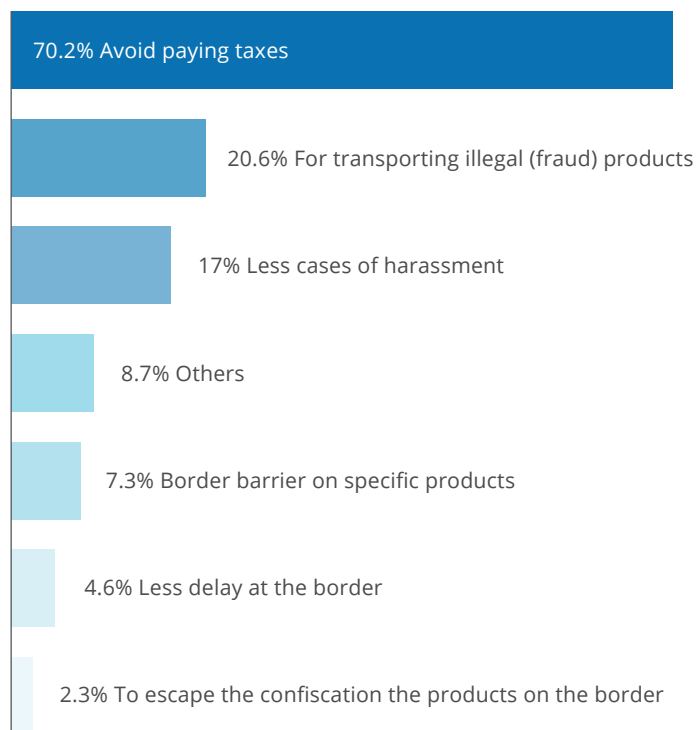
Respondents indicated second hand shoes and clothes as the products that mostly use informal routes from both sides of the border. In the DRC, fish (and meat to a lesser extent) also appear to be traded via informal routes, whereas in Rwanda manufactured products were mostly mentioned. These findings were also confirmed during the discussions in Focus Groups in Rusizi and Bukavu.

FIGURE 21: INFORMAL ROUTES PRODUCTS BY COUNTRY COMPARISONS



When asked why informal routes were used, respondents reported tax evasion (70.2%) as the leading factor. However it is also worthwhile to notice that almost one in five (17%) respondents reported that the main reason why people take informal routes is to avoid cases of harassment is fairly jarring. This indicates that considerable harassment must exist along the formal routes; otherwise it could not cause people to risk their lives or being arrested along the informal routes.

FIGURE 22: WHY INFORMAL ROUTES ARE USED?



This is also corroborated by the qualitative data which identified the avoidance of having to pay taxes and corruption fees as one of the main reasons for using informal routes. As an example, a cross-border trader during the FGDs said: *“One day, I bought a dozen pans at \$16 in Rwanda, in Congo I sell them at \$18, the benefit would be \$2 but at the border I was requested to pay a tax equivalent to \$5. So to escape paying such tax, I woke up at 5am and crossed with a boat”*. Furthermore, some respondents in FGDs also reported that petty traders use such routes with the support of some border officials who *“supply them fraud products to be smuggled, particularly at Bagira market”*.

As the table shows, some of the biggest perceived risks of using informal routes include arrest (49%), confiscation of products (47.9%), and drowning (30.2%) or death (24.9%); suggesting that water routes are often taken for informal trading and that the financial risks and those related to the person’s life and integrity related to trading using informal routes are very high. However, the fact that many still take these routes speaks to the financial and/or emotional pressure people may experience when opting to take the authorized route.

TABLE 11: RISKS OF USING INFORMAL ROUTES

Type of risk associated with using secondary routes	
Arrest	49.0%
Beatings	3.6%
Confiscation of products	47.9%
Damage of goods	5.5%
High penalties	13.3%
Harassment	2.1%
Loss of capital	14.3%
Theft of products	8.0%
Other risks	1.1%
Gender-based violence	1.3%
Death	24.9%
Drowning	30.2%
I don't know	20.0%
No risk	3.4%

“BEFORE YOU THINK OF DOING ANYTHING ELSE, HARASSMENT SHOULD BE ERADICATED AND BANNED.”

FGD, RUSIZI II

Among the measures mentioned by respondents to discourage the use of informal routes there were: awareness-raising on the rights and duties of traders, along with training border officials to provide higher-quality services and sensitizing them to understanding the concerns of cross-border traders. Lack of knowledge of taxation and the fight against harassment and corruption were also repeatedly mentioned as something to be addressed before any other measure can be put in place to stop the use of informal routes, as participants to FGD put it: *“before you think of doing anything else, harassment should be eradicated and banned”* (FGD, Ruzizi II), and *“they should increase the salaries of border officials so they can stop looking for money from traders”* (FGD, Bukavu).

2.7 CBT ENABLING SERVICES

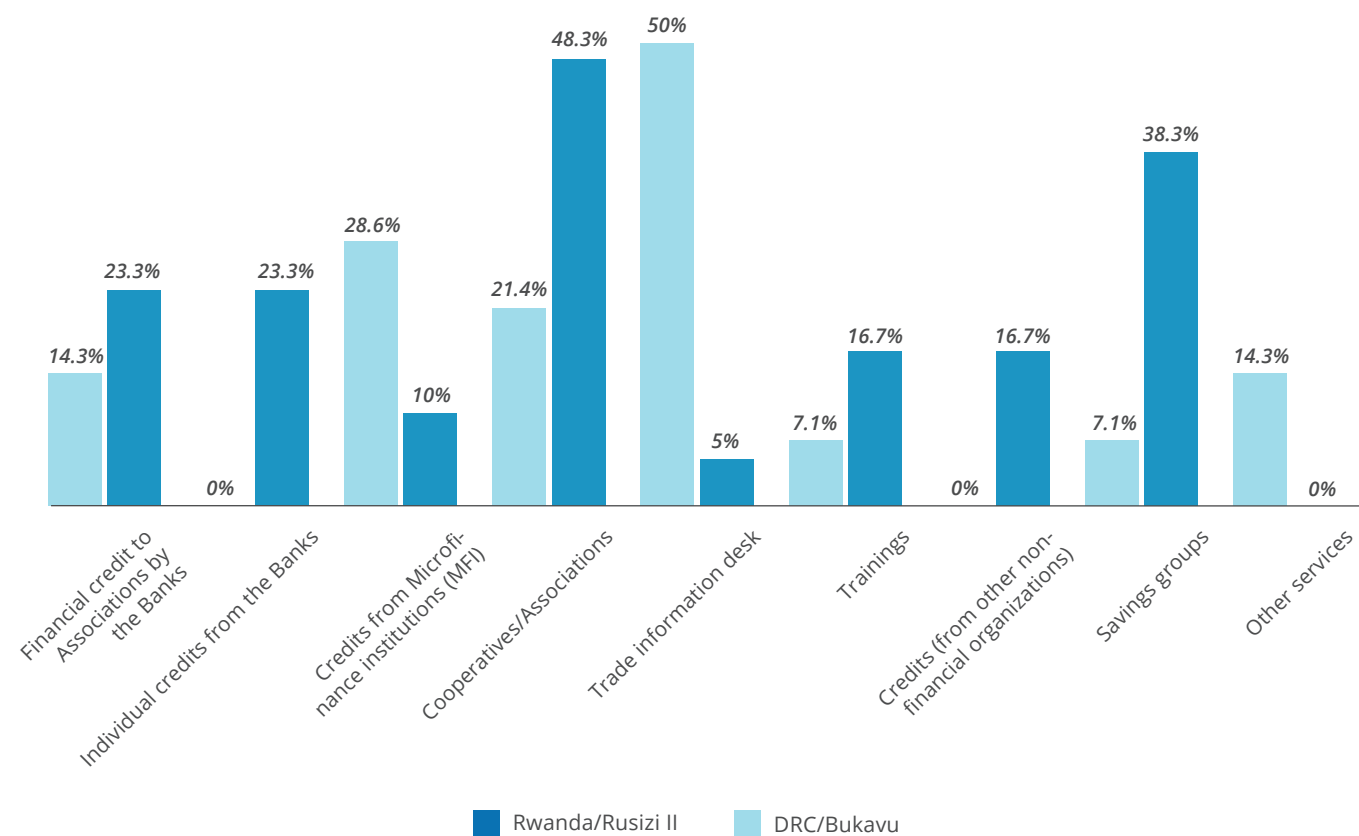
For both border checkpoints, the vast majority of respondents reported that there are no enabling services while about a third doesn't know if there is any service at the border to facilitate CBT. Specifically, in Rwanda, 55.3% of the respondents said that there are no services to support CBT, while in Bukavu, 42.1% didn't know if any service existed. More details are provided in the table below. These data must ring a bell on the need of raising a stronger awareness of enabling services for cross border traders existing on both sides.

TABLE 12: EXISTENCE OF CBT SERVICES AT THE BORDER CHECKPOINTS

Responses	Bukavu %	Rusizi II %
No	49.6%	55.3%
Yes	8.2%	24.4%
I don't know	42.1%	20.3%

We asked to the limited number of respondents (15.8%) who reported the existence of CBT enabling services, to list the types of such services available and they listed them in the following graph:

FIGURE 23: EXISTING CBT FACILITATION SERVICES ACCORDING TO PARTICIPANTS PER COUNTRY

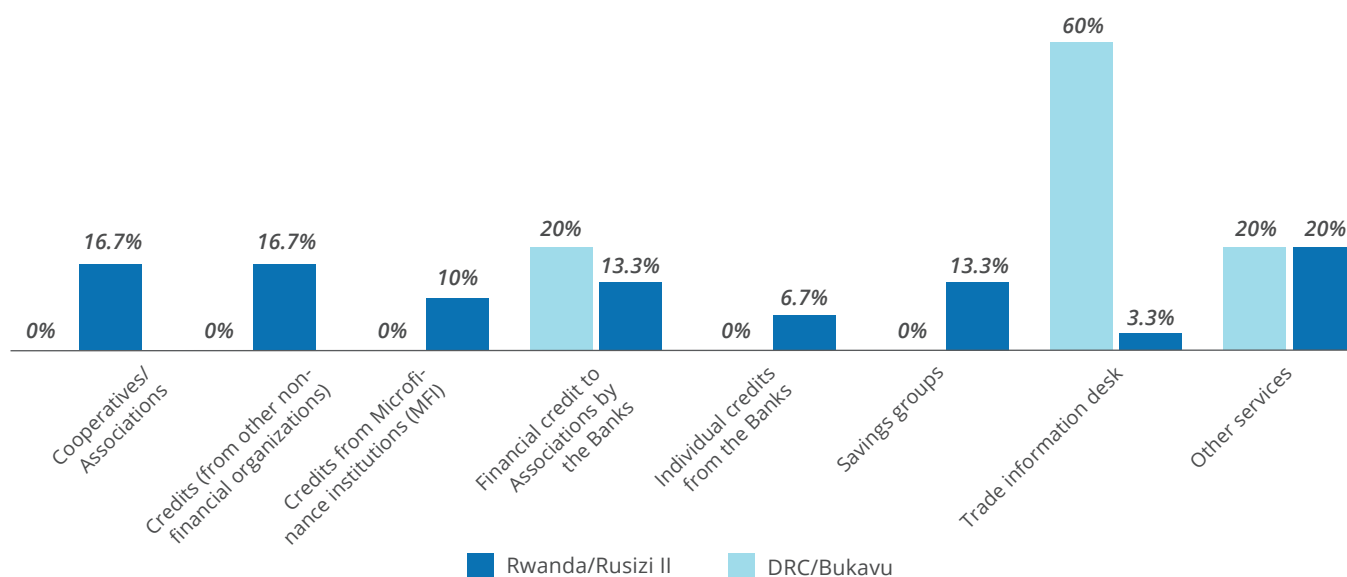


As indicated in the graph above, there are some striking differences between the 2 countries. Concerning the types of enabling services available on the Bukavu side, half of the same respondents mentioned the existence of the same on Rusizi II side; moreover cooperatives and associations seem to play a much stronger role in terms of enabling services on the Rwandan side - mentioned by 48.3% of the respondents - than on the Congolese side (21.4%). In Rwanda the accessibility of credits to both associations and individuals were mentioned by 23.3% of respondents, whereas in the DRC credits to association were only mentioned by 14.3% of respondents and there was no mention of individual credits, although in DRC a relevant portion of the respondent (28.6%) mentioned credits from Microfinance Institutions (MFI). Saving groups also seem to be another enabling service in Rwanda mentioned by 38.3% of respondents, but not in the DRC.

Qualitative data shows that the majority of cross-border traders do not seek to operate in cooperatives/associations. There are, however, campaigns, particularly in Rwanda, aimed at raising public awareness about cooperatives and trade associations and the benefits of membership. However, despite these campaigns to encourage cooperative/association membership, FGDs showed that traders prefer to make their own savings and credit groups. These informal savings groups are small in size and consist in providing credits to members to finance their business activities. The reason most commonly given was that the cooperatives/associations usually have somewhat high membership costs. Cross-border traders' reluctance to join larger cooperatives/associations, though, may undermine efforts to formalize the predominantly small-scale and informal CBT. It also may prevent traders from having greater ability to advocate for themselves as a group. The cross-border traders interviewed in FGD, who reported to be part of associations/cooperatives, mentioned some push factors for joining these structures, such as: greater ability to protect their interest; training opportunities to improve their management and entrepreneurial skills; and support to developing and formalizing their business activities. However, given the limited number of cross-border traders associated into cooperatives found in the sample, it wasn't possible in the framework of this research to dig deeper into the reasons why only a small number of petty traders are members of association/cooperatives. We suggest that further research is done to better investigate what motivates or demotivates traders being members of these structures.

To further understand how useful these services are for cross border-traders, we also asked the respondents to identify the one which is most beneficial and useful among the ones mentioned. The graph below presents the responses provided.

FIGURE 24: BORDER COMPARISONS OF SERVICES MOSTLY BENEFITED BY THE CBTS



In Bukavu, the Trade Information Desk was mentioned by the vast majority (60%) of the respondents as the most beneficial, followed by financial credit to associations (20%) and trainings (20%). In Rusizi II, several types of services were mentioned, with the most useful being trainings (20%), cooperatives/associations (16.7%), and credits from other non-financial organizations (16.7%) and credits to associations provided by banks.

In the same way, although the existence of CBT cooperatives and associations was mentioned by almost half of the respondents on the Rwandan side, their adherence is less known on the Congolese side, and figures overall remain low. This is also in line with our survey sampling, as only a few survey respondents (8.2% in Bukavu and 16.7% in Rwanda) are members of cooperatives or associations. These are mainly informal structures which in most cases bring together small-scale cross border traders dealing with the same products (livestock, agricultural products, fish, milk, etc.). During the survey and discussions in FGs with traders, we identified 35 Cooperatives and Associations of CBTs, including 24 from Rusizi II and 11 from Bukavu. A list of these cooperatives/ associations can be found in Annex 10.

Different studies have shown that there is a significant difference between cross-border traders who operate individually and those who belong to cooperatives or other networks of cross-border traders.²¹ Those who are grouped into networks strive for their common interest, which promotes collaboration and reduces disputes and conflicts among them, because they are not in a completely competitive relationship. For those who work individually, the competition is high, and each uses all possible means to gain competitive advantages over others. In addition, cross-border traders who belong to associations or cooperatives have the opportunity to be trained and have discussions with a wider variety of CBT stakeholders, which increases their knowledge of how to go about CBT most effectively. To enhance financial benefit for traders and protection of their rights, supporting memberships of petty cross-border traders to cooperatives and associations should have a major role in any programmatic intervention done at the border. Membership to associations and cooperatives could also help reduce the inter-community conflictual situation. Even though Rwanda counts much more members of such associations and a stronger knowledge of their services, the numbers of traders who are members of cooperatives and associations is low. An action to make the membership fees more affordable could also constitute a fully appropriate way to start tackling the issue.

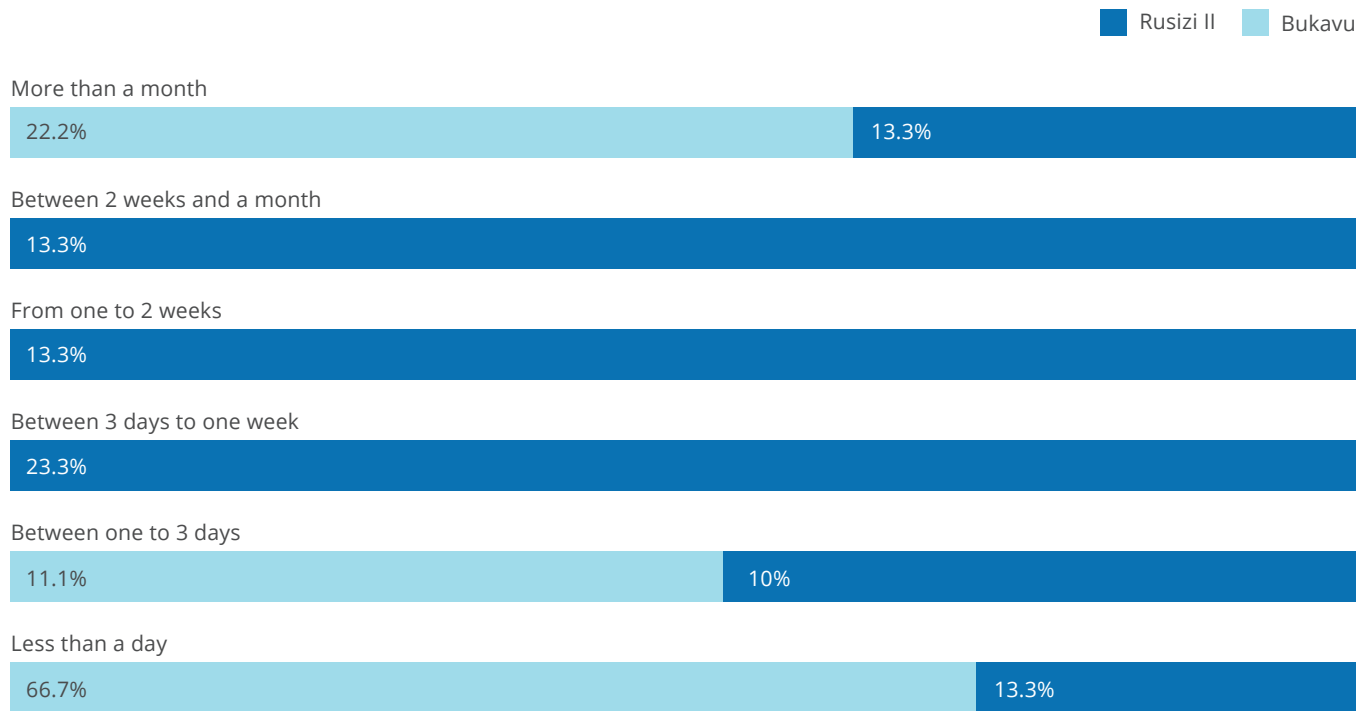
Finally, the issue of credits to individuals or associations and savings groups should be further explored as it was mentioned several times as an existing and useful enabling service, especially on the Rwandan side. Further research should be done to map those services and better understand their benefits to cross border traders and CBT at large.

In cross-border trade, time spent to access a service and its cost, are important factors to enable CBT. To better understand CBT services, this research investigated the time and cost that traders spend for accessing the most important service they have benefitted from. Figure below on the left presents the general findings for both border checkpoints in terms of time needed, whereas the figure on the right presents the costs.

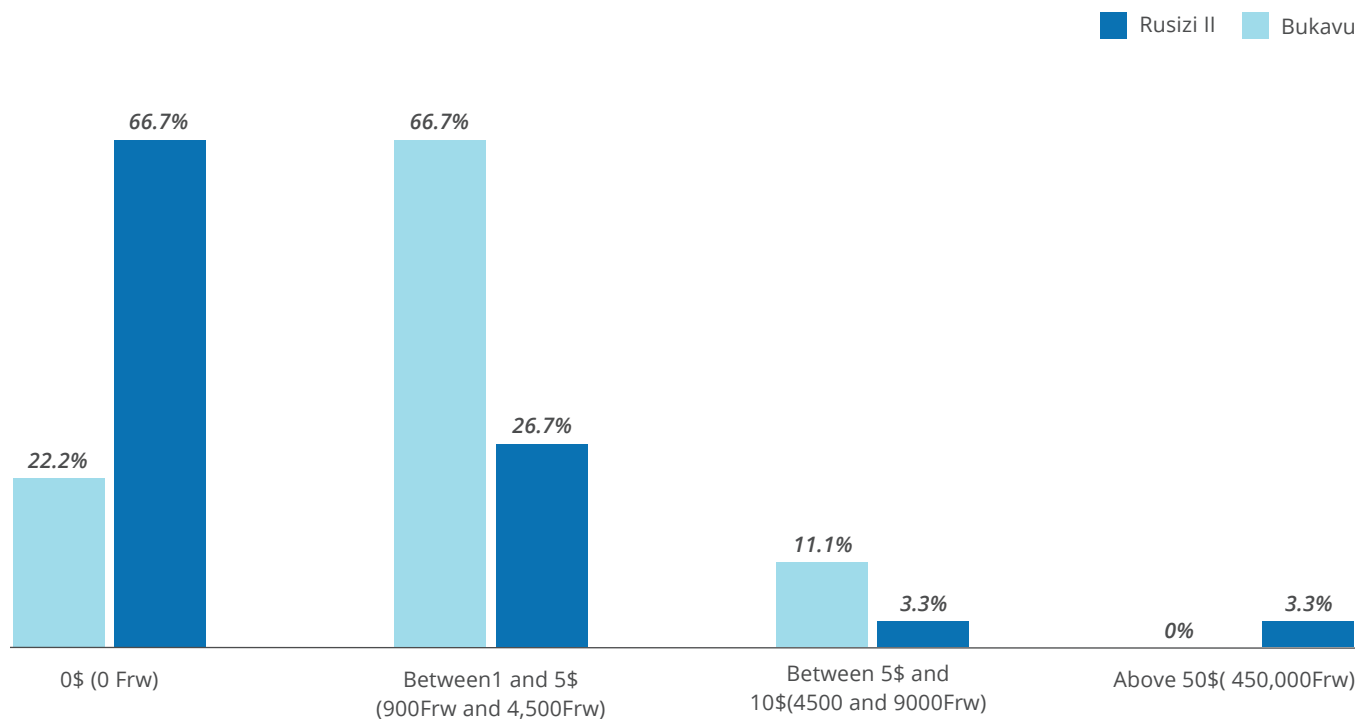
21 Search for Common Ground Rwanda. [Improving the Cross Border Trade Environment through Improved Research and Advocacy on Cross Border Trade Issues](#), 2017.

FIGURE 25: COMPARATIVE SERVICE ACCESS TIME (LEFT) AND COST (RIGHT) AT RUSIZI II AND BUKAVU

HOW LONG DOES IT TAKE TO ACCESS THAT SERVICE IN RUSIZI II/BUKAVU AREA?



HOW MUCH DOES IT COST ON RUSIZI II/BUKAVU SIDE?



The time spent to get a service was investigated under a number of time categories as shown under the figure above. In Rusizi II, on average it takes between “less than a day” (26.7%) to “between 3 days to one week” (23.3%), for the other respondent the same service it takes either “from one to two weeks” (13.3%), “between two weeks and a month” (13.3%) or “more than a month” (13.3%). For Bukavu, the same service takes for the vast majority “less than a day” (66.7%), however to some (22.2%) it might take up to “more than a month”.

In summary, Rusizi II resonates more with the scattered responses across the range of time spent categories of “less than a day” to “more than a month”, implying evenly spread but mediocre levels of service delivery, while for Bukavu, some services seem to be very promptly delivered while on the extreme end, others are very poorly delivered. Either way, it is clear that for both borders, service delivery for CBTs is largely not fast enough, which pushes upwards the cost of trade for the CBTs.

Concerning financial costs of services at the two border, on average responses from both sides are found in the spectrum of either *free services* or “between 1 and 5 US dollars”, with opposite trends for Ruzizi II (66.7% and 26.7 %) and Bukavu (22.2% and 66.7%). In Bukavu, there is no indication of any services costing “above US\$10”, whereas in Rwanda 3.3% reported the service to be “above 50\$”.

2.8 CONFLICT DYNAMICS SURROUNDING THE CBT LANDSCAPE

Information on conflict dynamics around cross-border trading landscape were collected through FGDs with cross-border traders and traders not engaged in CBT, as well as through interviews with key stakeholders and AI discussions. Overall, the conflict dynamics identified which involves petty CB traders can be summarized in three types, based on the types of actors involved: (1) tensions between petty CB traders and border officials; (2) tensions among CB traders themselves, and CB traders and customers and (3) tensions between traders from Rusizi and those from Bukavu across the border.

2.8.1 Tensions between CB traders and border officials

Tensions between these two actors were reported multiple times by all CB traders interviewed; these conflicts were also identified as the ones who hold the highest risks to affect negatively CBT, given the frustrations that they raise among CB traders. The lack of trust on border officials was also repeatedly mentioned by respondents in both quantitative and qualitative data.

During the various discussions, participants reported that taxation rates change on a daily basis and as per the wish of the tax collector. Inconsistencies in taxing were one of the main causes of disputes reported between cross-border traders and border officials, often getting double-taxed or over-taxed. During one FGD, a participant said: “Tax collection is the major challenge we face, because there is no standard tax rate. What I paid yesterday is different from what I have paid today on the same type and quantity of goods. It’s not the same tax rate my trader colleague has paid either. An example: for a small jericana of five liters of milk, today I may

“TAX COLLECTION IS THE MAJOR CHALLENGE WE FACE, BECAUSE THERE IS NO STANDARD TAX RATE. WHAT I PAID YESTERDAY IS DIFFERENT FROM WHAT I HAVE PAID TODAY ON THE SAME TYPE AND QUANTITY OF GOODS.”

FGD, RUSIZI II

“IN CROSS-BORDER TRADE THERE ARE A LOT OF TROUBLES. THAT’S WHY WE DO NOT PRACTICE IT; WE ARE AFRAID OF FIGHTING ALWAYS WITH BORDER OFFICIALS. THERE IS REALLY AN ORGANIZED DISORDER ”

FGD, RUSIZI II

pay 100 Rwandan francs, while my colleague is requested to pay 200 Rwandan francs, and I may be requested again to pay someone else a couple of meters ahead – because there is no proof of tax payment, such as a ‘payment slip.’ When I refuse to pay tax again, my goods are seized. In such cases disputes are raised because of such a difference in taxes, complaining about why you’re paying the second time or are overtaxed”(FGD, Rusizi II).

The big number of existing services at the border specifically on Bukavu side, which sometimes seems to duplicate each other, and the lack of clarity and awareness around those, was reported as another source of tension, causing confusion and raising frustrations among CB traders. As an example, a Rwandan woman and cross-border trader reported that *“All these existing services prevent us from knowing where to go to pay taxes”* (FGD, Rusizi II).

Finally, abuse and harassment perpetuated by border officials on both sides, as detailed in depth in the section 2.2 on time spent while crossing the border and related implications on gender issues, is not only a source of tension between traders and officials, but respondents even suggested that it either discourages some CB traders to engage in CBT or prevents some traders from doing CBT at all: *“In cross-border trade there are a lot of troubles. That’s why we do not practice it; we are afraid of fighting always with border officials. There is really an organized disorder; you have to be strong to get yourself out of there”* a male trader not engaged in CBT said.

In order to cope up with challenges resulting from harassment, during focus discussions, some cross border traders pay bribes to border officials, others said that they smuggle and take informal routes, others said that they have no means and accept to pay and others prefer to adhere to cooperatives/associations which can advocate for them.

2.8.2 Tensions between small-scale CB traders themselves and CB traders and customers

The majority of participants in FGD reported that tensions exists also among CB traders themselves, these conflicts are mostly related to conflicts of interest, where each CB trader sets a selling price as he or she wishes. This causes conflicts among them, because whoever sells at a lower price gets many more customers than the others.

Additionally, conflicts of interest have been recorded among traders and transporters of goods who are in cooperatives and who are not, whereby members of cooperatives have claimed to be providing cooperative contributions while others have no duty. Further, traders in Bukavu use local and foreign currencies, Congolese Francs and US Dollars. The unstable exchange rate was reported as another source of disputes which lead to conflicts between traders and between traders and customers.

2.8.3 Tensions between petty CB traders from Rusizi and those from Bukavu across the border

In general, there does not seem to be very serious cases of conflict between the traders from the Rwandan side (Rusizi) with their Congolese counterparts of Bukavu. However, recently there have been some reported incidents of disquiet among the Congolese traders from Bukavu who have traditionally imported eggs from the Rwanda side and marketed them on the Congolese side. They have voiced complaints against some traders from Rusizi who have opened up distribution channels and outlets for eggs in Bukavu thus underselling them. Another trans-border issue is complaints about some unscrupulous traders/processors from the Rusizi side who sell to Congolese “underweight” consignments. An example is say a 25 Kg bag of maize meal being packed with only 22 Kgs but being sold to Congolese as 25kgs.

In the event of conflicts a KII in Rusizi shared that there is a joint committee including border officials from Rwanda and DRC which resolve conflicts when reported. In Bukavu conflicts are reported to the trade union or syndicate committee of traders with departments depending on the type of business. However, there is need for more involvement of Local Authorities and traders co-operatives from both sides of the border in the handling and amicable resolution of such issues.

2.9. ACTUAL LOCATION AND ACCESSIBILITY OF THE MARKETS AT RUSIZI II/ BUKAVU

In Bukavu, there are no specific markets for small-scale cross border traders; they are mostly found everywhere alongside the roads. However small-scale traders from both sides of the border (Rusizi/Bukavu) also meet and conduct transactions in the following markets: Mashango in Essence, Nyawera in the City center, Quartier Latin, not far from the border in the Nyalukemba area, Kamagema in the Panzi area, Marie Kachelewa in Cah. The access to most of these markets is not too complicated as the furthest market is located at around 4 km from the border and that most of the transactions continue to be done along the roads. Currently, most markets are comprised of open places along the roads and “makeshift” structures.

In Rusizi II, cross border traders who use Rusizi II/ Bukavu crossing mainly use two markets: Karangiro market (commonly known as mu Karangiro) in Mururu sector and Rusizi II market. These are open places near the border, where both Congolese and Rwandan traders conduct their transactions.

3. CONCLUSIONS

The findings and discussion in the foregoing chapters of this report are tailored to satisfy the objectives of the study. They include some valuable information which should be employed to provide a range of appropriate interventions across a spectrum of themes that are central to the successful implementation of cross the CBT project, *“Secure Cross-Border Social, Economic, and Commercial Activities in the Great Lakes Region”*. Moreover, we believe that these findings can be of further use for institutions, organizations or entities that intend to implement or are already implementing CBT activities.

Overall, the lack of statistics coming from the DRC side, meant that the research team relied purely on the import and export statistics collected by the NISR and BNR; surprisingly, based on the analysis of data available there doesn't seem to be any specific trend of increase or decrease of import and exports related to specific time of the year. However, for a deeper understanding of seasonality of imports and exports across the two borders and to better grasp any specific trend witnessed over the years, related to specific imported/exported products, further research should be done.

Findings confirmed that the majority of cross-border traders do not seek to operate in cooperatives/associations; on the contrary, traders prefer to make their own savings and credit groups. The main reason mentioned is the high cost of the membership, however, cross-border traders' reluctance to join larger cooperatives or associations, might undermine efforts to formalize the predominantly small-scale and informal CBT. The study was also able to identify some push factors for joining these structures, however, given the limited number of cross border traders associated into cooperatives found in the sample, it wasn't possible in the framework of this research to dig deeper into the reasons why only a small number of petty traders are members of association or cooperatives. We suggest that further research is done to better investigate what motivates or demotivates traders to join these structures.

Another trend which deserves to be further investigated are the street children called *“Maibobo”*, who appear to be an increasing threat to cross-border traders. As the presence and role of *Maibobo* was outside the scope of the research, it would be important to do further research and understand at what level they become a threat for cross border traders, and if any specific programmatic intervention is needed.

More research should be done to determine whether knowledge on quality standards is related with its application at the border, as findings suggest that issues related to quality certification and standards may be a barrier to the operations of small-scale cross-border traders.

Finally, the issue of credits to individuals or associations and savings groups should be further explored, as it was mentioned several times as an existing and useful enabling service, especially on the Rwandan side. Further research should be done to map those services and better understand their benefits to cross border traders and CBT at large.

4. RECOMMENDATIONS

The following recommendations provide concrete programmatic opportunities to better tailor CBT programming to existing needs and challenges, ensuring that conflict sensitivity is enhanced.

In terms of protection, it is important for any programmatic intervention at the border to **take into account challenges related with delays but also with the time of the border closure**, possible actions to be taken are: facilitating the set up of safe resting points and/or stations where traders can rest at night on both sides of the border; supporting awareness raising on both sides on issues related with the protection of cross-border traders; advocacy for extension of border operating hours; support for one stop border posts (OSBPs); and working with the Congolese border officials to address delays experienced on the Bukavu side specifically;

A **programmatic approach which tackles the issue of harassment at the border** is needed: beyond raising awareness of the problem with border officials and other people working at the border and build their knowledge on harassment and their capacities on how to respond to it; a system should be put in place to facilitate reporting harassment cases for cross border traders and a quick follow up and response by the relevant authorities, to hold the perpetrators accountable. Working with “champions” identified among the border officials, could also be a good approach to foster buy in from other border authorities and supporting enduring changes in the fight against impunity.

Moreover the issue of **psychosocial support and trauma healing for witness and victims of harassment** should also be addressed. An option could be to set up a community based trauma healing mechanism for cross border traders, where traders support each other and address trauma collectively, which could be also an opportunity to mitigate conflict and reinforce mutual trust and collaboration of traders across the borders;

Challenges faced on a regular basis by cross border traders showcase the need for a stronger awareness of taxation and regulation on the Rwandan side to avoid goods to be confiscated; while on the Congolese side there is the need for developing programmatic initiatives to fight corruption. Nonetheless, data shows that **cross-border traders face different types of challenges on both sides of the border, and therefore programmatic options should be tailored to specific needs unique to each border;**

The vast majority of FGD participants reported that in case of problems, they wouldn't seek any support, mostly because they don't believe their problems would be solved. This indicates that for any program implemented at the two borders for it to be effective, it needs to envisage activities which build trust and improve the relationships among traders and border officials, especially border police and customs on both sides;

It is fundamental to address the sense of marginalization and exclusion from decisions that concern them felt by petty cross-border traders on both sides, by for instance creating platforms for dialogue with decision makers. Another opportunity for petty cross border traders to have a bigger say in policy formulation, is by joining associations and cooperatives to learn from one another, share ideas and to be able to have a strong voice;

There is a need for **much greater sensitisation on CBT related laws and policies**, which is a major gap for engaging in CBT. Especially around taxation and quality standards and certification required. Stronger knowledge of these standards will prevent individuals from having their goods seized at border checkpoints, and subsequently having a negative impact on their incomes. On the other hand, the lack of knowledge around taxation exposes them to manipulation by others and other risks. Nonetheless, various stakeholders, including have contributed to building the knowledge and capacities of CB traders in the past, but the majority of those proved ineffective to bridge these gaps in the long run. Hence, the need to combine training and capacity building activities to the creation of dialogue platforms between CB traders and border officials where traders can channel their grievances and questions related to CBT regulations. This would also contribute to avoid misunderstandings between traders and officials, hence diminishing tensions and fostering positive relationships between them, with broader beneficial effects to the CBT;

Even though Trade Information Desk was set up to support CBT, it is apparent that the knowledge on the Rwandan side is very limited, yet it is a service which is meant to support cross border traders in their business and it seems to be the most useful existing service in the DRC. Efforts should be made to **make the TID known by its main beneficiaries, especially on the Rwandan side;**

To enhance financial benefit for traders and protection of their rights, **supporting memberships of petty cross-border traders to cooperatives and associations** should have a major role in any programmatic intervention done at the border. Membership to associations and cooperatives could also help reduce the inter-community conflictual situation. An action to reduce the membership fees could also constitute a fully appropriate way to start tackling the issue.

5. PROJECT LOGICAL FRAMEWORK

	Results chain	Indicators	Reference values (including reference year)	Targets (including reference year)	Sources and means of verification	Assumptions
Overall objective/ impact	Increased cross-border trade and reduced inter-communal tensions between Rwanda and the Democratic Republic of Congo	<p>a. Trade volume at Bukavu / Rusizi II border crossing (in USD)</p> <p>b. Status of social ties between the border communities of Bukavu / Rusizi II (existence of exchange platform, and frequency of exchange)</p>	<p>a. USD 116 million in global trade flow between the DRC, Uganda and Rwanda, of which USD 14 million at the Bukavu / Rusizi II border alone in 2014</p> <p>b. Inexistence (in 2017) of a formal exchange structure and space for dialogue between Rwanda and the Democratic Republic of Congo at the Bukavu / Rusizi II border</p>	<p>a. A 4% increase in overall trade flow at the Bukavu / Rusizi II border, based on a 3.2% annual population growth in the Democratic Republic of Congo from and of the 80% trade flow going from Rwanda to the Democratic Republic of Congo. The target is an USD 18 million trade flow at Rusizi II by 2022.</p> <p>b. Creation of a Border Management Committee (BMC, see Activity 2.1) as of 2019</p>	<p>a. National Statistics (NISR, Rwanda) and reports of the Ministry of Commerce, and small and medium Enterprises (Democratic Republic of Congo)</p> <p>b. Border Management Committee reports (BMC)</p>	
Specific objective(s)	Strengthening sub-regional economic integration	<p>a. Volume of goods exported to the Democratic Republic of Congo (in USD)</p> <p>b. Average crossing time at the border crossing</p>	<p>Export + re-export = 59.84 + 127.12 million USD in 2015</p> <p>b. Average time to cross the Bukavu / Rusizi border: 42 minutes, in 2014</p> <p>c. In 2019 the average time to cross the Bukavu / Rusizi II border is on average 7 minutes 30 seconds for the Rusizi II entry point and 30 minutes 30 seconds for the Bukavu entry point.</p>	<p>a. Increase in the volume of goods in transit equivalent to at least 3.2% per annum</p> <p>b. Targeted average transit time by 2024: 20 minutes.</p>	<p>a. Cross-border trade: "Formal external trade in goods", NISR12 quarterly report,</p> <p>b. Transit time: regular reports from border authorities, field surveys.</p> <p>Research on Cross-border Trade between Rwanda and the DRC at the Rusizi II / Bukavu point of entry</p>	

Specific objective(s)	<p>Strengthening of social cohesion between cross-border communities in Rwanda and the Democratic Republic of Congo</p>	<p>a. % of harassment cases reported by women surveyed b. Number of harassment cases investigated by the police</p>	<p>a. The few surveys conducted on the subject ranked this problem at 92% of women interviewed. b. No cases of harassment officially reported or investigated by the border police in Rwanda and the Democratic Republic of Congo in 2017. 11% of respondents (men and women) are victims of harassment by the police. 7.2% of women on both sides of the border report that they experience sexual harassment while doing the business.</p>	<p>a. The target is to reduce this problem to 50% of women complaining by 2020 (training of border staff) and an almost eradication (10%) by 2022 (securing the border area) b. 100% of cases of harassment and other violence reported to border authorities in Bukavu / Rusizi II, disaggregated by gender, as soon as the Border Management Committee is established in 2019</p>	<p>a. Field surveys at the beginning and during the implementation, border police reports (integration of this reporting in the border procedures' manual) b. Border police and BMC reports, field surveys. Research on Cross-border Trade between Rwanda and the DRC at the Rusizi II / Bukavu point of entry</p>	<p>a. Bukavu / Rusizi II remains open b. no particular assumption</p>
Products / Outcome	<p>Outcome 1: Border services (migration, customs, security, health, ...) are managed jointly and efficiently</p>	<p>a. State of Border Infrastructure at Bukavu / Rusizi II b. Status of joint management, control and inspection procedures and mechanisms</p>	<p>a. State of current infrastructure, in 2017: building dating from the 1970s on the Rwandan side and prefabricated building dating to 1990-2000 on the Congolese side. No outside facilities (parking, traffic lanes, ...), no storage area or customs control In 2019, in Rwanda the state of border infrastructure in Rusizi II (houses, car parks and shops) is poor and inadequate for all services. In general, the existing infrastructure does not offer good services. It is old and the available office space is small.</p>	<p>a. Availability of adequate border infrastructure for OSBP operations by 2021-2022 b. Joint procedures and mechanisms and common bases of taxation developed and applied</p>	<p>a. Reports of works and equipment b. Reports from border authorities c. Reports from border authorities d. Reports of the Ministries in charge of Trade (Democratic Republic of the Congo), General Directorates of Customs (Democratic Republic of the Congo)</p>	<p>a. Schedule of works' implementation and delivery / installation of equipment observed. b.c.d. no particular assumptions</p>

Products / Outcome	<p>c. Number of border staff trained and monitored by this action, disaggregated by sex.</p> <p>d. Status of common tax bases</p>	<p>Outdoor facilities for parking on the Rwandan side is not properly laid out and asphalted. On the Bukavu side of the border (DRC), there are new and old facilities used by border agencies. DGM and DGDA use new building infrastructure, but other agencies are scattered, such as the OCC outside the border infrastructure, the border police use the old infrastructure and Hygiene occupies another house behind the parking lot.</p> <p>b. Joint procedures & mechanisms were nonexistent in 2017. By 2019, joint procedures and mechanisms were non-existent. The concept of a joint border committee and one-stop shop at the border crossing is new.</p> <p>c. At least 50 security actors on the Congolese side of the border have been trained on their mandates, responsibilities and obligations as well as respect for human rights, between 2012 and 2015, by IOM. No available data on trained agents available in the DRC at the moment of the research</p>	<p>c. 100 border security actors, Rwandan and Congolese, trained on their mandates, responsibilities, and obligations and respect for human rights by 2020. Continued training offered for least 6 trainers by 2023.</p> <p>d. 100% harmonization or creation of common customs tax base achieved by 2022</p>	<p>Information obtained through observation during the cross-border trade research between Rusizi II and Bukavu in 2019.</p>	

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Products / Outcome</p>			<p>Only 3 persons were trained on the Simplified Trade Regime, the functioning of Joint Border Committee, the rights and duties of small-scale cross-border traders, the creation and management of cooperatives, etc: 2 RRA Officials and 1 border Police Officer</p> <p>d. No common tax base in 2017. Only a first agreement on a list of products exempt from customs duties (see COMESA STR) established in October 2016-April 2017 In 2019, there is still no common tax base between the two countries.</p>			

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ANNEXES

ANNEX 1: RESEARCH QUESTIONS

To this end, the study has focused on 15 main questions which have guided the research:

1. What products and services are most commonly exchanged by the communities within this border region? What products most commonly cross the border (either through the Rusizi II / Bukavu border crossings or outside of these)?
2. What is the volume, value, and seasonality of the cross-border trade flows? How have these evolved over time? Has any commercial sector experienced significant change? If so, what were the enabling factors that triggered it? What conditions can increase trade flow more generally?
3. What is a border crossing in this region like? How long does it take, and how do border control officials and police officers treat people crossing the borders? Are women particularly vulnerable to abuses by police or border control officers?
4. What income does this CBT generate? Has any commercial sector experienced significant change over time in this regard? Can this project foster sustainable employment opportunities (in particular for women and youths)?
5. What tariffs are in place between the DRC and Congo, and what are their effects in this region?
6. What are the current trading conditions, including those of women? How can the current trading environment be improved for all those involved?
7. Are the existing national and regional regulatory frameworks conducive to CBT? How are these policies applied in practice? To what extent do traders have a say in the decision-making around trade policies?
8. How knowledgeable and aware of current national and regional policies are cross-border traders in this region? What kinds of trade are typical individuals and groups of traders able to carry out?
9. How can traders and others directly affected by CBT be empowered? How can private companies and associations be leveraged to improve these trade processes for all involved?
10. What market dynamics are at play in the communities of Rusizi and Bukavu? Are there any potential adverse effects of interventions that development and peace building organizations should be aware of?
11. What are the informal or secondary routes taken by traders? What motivates them to take these routes, and what risks are involved? What conditions would incentivize more traders to take the official or formal route?
12. What trade-enabling services (such as market analyses, bank loans, transportation equipment, etc.) are necessary for or can be useful to traders? How available are these services to those who need or would like to use them? How do these conditions vary between DRC and Rwanda?
13. What quality standards are applied to products imported into each country? Are there any (voluntary) certification schemes in the two countries, and if so, what has the response to these been?
14. Which networks, associations, and cooperatives support cross-border traders in Bukavu and Rusizi?
15. Which are the existing conflict dynamics around the CBT landscape? What risks and opportunities are there for interventions to negatively or positively impact this conflict atmosphere? What potential synergies exist between actors?

ANNEX 2: FINAL RESEARCH METHODOLOGY

This study used analyzed both quantitative and qualitative data and sought to include all relevant actors and stakeholders in the baseline evaluation process. Much of the data was collected via surveys of small-scale cross-border traders in Rwanda and the DRC, specifically in communities surrounding the Bukavu and Rusizi II entry points. This large-scale tool was complemented with more individual-focused methods, such as FGDs with NGOs, traders, CSOs, and members of cooperatives, as well as Key Informant Interviews (KIs) and Appreciative Inquiry Interviews (AIs) with border officials, market and cooperatives managers in both Rusizi and Bukavu. Each of these was tailored to whichever specific groups, and besides giving insight into individuals' and groups' perceptions of the

situation, they also served to deepen and reinforce insights gained from the surveys and general research based on literature reviews. The methods and tools were identical for both countries (Rwanda & DRC). They were developed in English and translated into the national languages used in the two countries. A total of 10 survey enumerators in Rwanda and 10 survey enumerators in the DRC were recruited and trained before completing the research.

The following sections provide more detail on each of the data collection methods.

2.1 Open-Source Information Review

The team used publicly available data and existing literature to inform the direction of this effort more broadly and generate answers to some aspects of the guiding questions. This effort included thorough online research coupled with brief follow-up inquiries with relevant parties. Specifically, Search used data collected by the National Institute of Statistics on CBT between Rwanda and DRC at the Rusizi II entry point. Annex 1 contains the comprehensive list of references.

2.2 QUANTITATIVE APPROACH

2.2.1. Survey

The main method employed to collect quantitative data was the field survey. Survey participants included cross-border traders in DRC and Rwanda, specifically surrounding the Bukavu and Rusizi II entry points, as well as border officials and communities living in this area. The respondents of this study were selected using non-probability convenience sampling in the places where the small cross-border merchants are located (e.g. market, border, etc.). The Rwanda survey was conducted in the district of Rusizi, where many small-scale cross-border traders live and operate. The DRC survey was conducted in the city of Bukavu, which also has a large population of small-scale cross-border traders. The survey questions were shaped, in part, by information obtained from the literature review.

The participants of the survey included both traders and other actors based on the existing CBT populations at the borders. Given the lack of statistics available, specifically on age of traders and their various commercial specializations within the two districts, the same weight was given to the different categories targeted. The fact that women make up approximately 85%^[2] of this CBT also indicates that a resampling method should be used to best capture a representative sample. Table 1 presents the distribution of the sample by location and by gender.

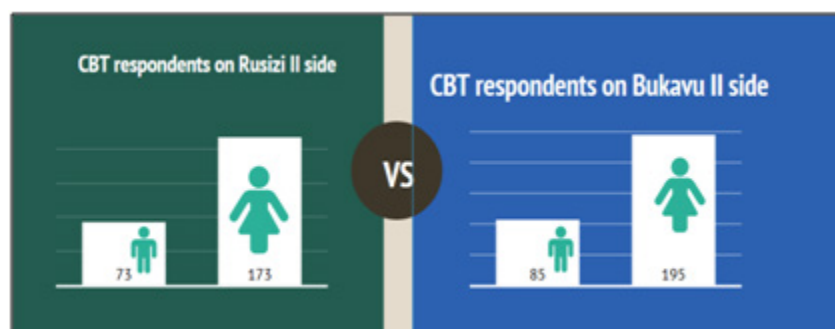
TABLE 1: PARTICIPANTS IN THE SURVEY

Border Entry point	Female	Male	Total
Bukavu	195	85	280
Rusizi II	173	73	246
Total	368	158	526

[2] The World Bank, Facilitating Cross-Border Trade between the DRC and Neighbors in the Great Lakes Region in Africa, 2011.

As per the data in Table 1 above, 280 people (195 women and 85 men) were sampled from Bukavu while 246 people (173 women and 73 men) were sampled from Rusizi II, making a total of 526 respondents. Figure 1 further presents a snapshot of the gender and nationality distribution of the respondents.

FIGURE 1: DISTRIBUTION OF THE RESPONDENTS BY SEX



The main tool that was used for this purpose was an Individual Survey Questionnaire (Annex 2). The data collection for the survey took place using tablets and Kobo Toolbox.

2.3. QUALITATIVE APPROACH

In order to identify participants, the research team drew a purposive sampling based on one or more predetermined characteristics (age, sex and type of respondent based on their status: ex. Cross border traders; those are detailed in the ToR found among these annexes) following consultation with the programme staff. The qualitative approach was based on focus groups with NGOs, traders, CSOs and cooperative members crossing the border, and KIIs and AIs with border officials, cooperatives and market managers in the two countries. Other officials involved in CBT, including the Ministry of Trade and Industry, the Rusizi District authorities in Rwanda and le Ministère Provincial de l'Economie, Des Finances, de l'Industrie et du Commerce du Sud Kivu. KIIs, AIs and FGDs allowed Search to explore other market dynamics, tariff and non-tariff barriers, and information flows. Focus group discussion guides specific to each group were developed.

2.3.1. Focus Group Discussions (FGDs)

FGDs were conducted with homogeneous groups of 8 to 11 people. The group members were selected depending on the categories predefined as per ToRs found among these annexes. Ten FGDs were conducted in each country, hence a total of 20 FGDs for the entire study. The main tool that was used for this purpose was an FGD Guide (Annex 3). The details of the FGD categories are shown in Table 2.

TABLE 2: NUMBER OF FGDS AND PARTICIPANTS IN FGDS

Category of FGD Participants	Number of Participants in FGDS		Number of FGDS		
	Rwanda	DRC	Rwanda	DRC	Total
1 FGD with male cross-border traders	27	30	3	3	6
2 FGD with female cross-border traders	30	30	3	3	6
3 FGD with other male actors	17	20	2	2	4
4 FGD with other female actors	19	20	2	2	4
Total	93	100	10	10	20

2.3.2. Appreciative Inquiry Interviews (AIs) & Key Informant Interviews (KIIs)

In order to gain better insight into opportunities to improve the situation for stakeholders, AIs and KIIs were used to obtain in-depth information about and answers the key questions of the study. They provided insight into the nature of CBT at the border in question, the way national and regional policy frameworks are applied in practice, the challenges faced by cross-border traders, and the possible mitigation options. The AI and KII participants included border officials, local government authorities, commercial banks and microfinance institutions officers, a business development fund president, a SACCO[3] manager and trade information desk officer, cross border cooperative managers, secretaries, auditors and officers in charge of marketing, among other stakeholders. To identify participants, the research team drew a purposive sample of respondents based on one or more predetermined characteristics following consultation with the program staff. The main tool that was used for this purpose was an Interview Guide.

2.3.3. Stakeholder Engagements

This study used the term “stakeholder engagements” to refer to semi-guided participatory stakeholder meetings, similar to AIs. These were critical in helping to gain better insight of opportunities for improvement and what works. The main tool used for this purpose was a discussion guide. These discussion guides contained lists of major issues surrounding CBT, and were tailored to two main groups: cross-border traders, and other key stakeholders (e.g., border officials, government officials, business managers, etc.).

ANNEX 3: CHARACTERISTICS OF STUDY RESPONDENTS

This section describes the demographic characteristics of respondents, including:

- a) Occupation
- b) Sex
- c) Age
- d) Level of education
- e) Nationality
- f) Membership in cooperatives / associations
- g) Experience in CBT
- h) Products sold or traded
- i) Capital employed

Below is a discussion of the respective findings with regard to each of these features.

3.1 OCCUPATIONAL CATEGORIES

Multiple different groups of stakeholders were engaged to clearly understand the trade dynamics in Bukavu and Rusizi II. Table 4 below shows the different occupational categories of respondents to the CBT survey.

TABLE 3: OCCUPATIONAL CATEGORIES OF CBT SURVEY RESPONDENTS

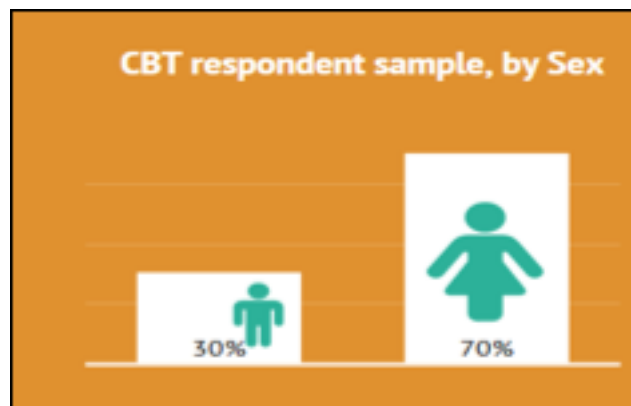
Category of CBT survey respondents	Bukavu	Rusizi II	Total
Clearing and forwarding agencies	6	1	7
Traders who do not engage in CBT	24	34	58
Representatives of truck drivers	5	4	9
Small-scale cross-border traders	245	207	452
Total	280	246	526

As noted in the section on methodology above, these categories were actually purposively determined, with emphasis on small-scale cross-border traders, who constituted 452 (85.9%) of the total 526 respondents.

3.2 SEX DISTRIBUTION OF RESPONDENTS

The sex distribution of respondents was of particular interest to the survey. This distribution is presented in Figure 2.

FIGURE 2: DISTRIBUTION OF THE RESPONDENTS BY SEX



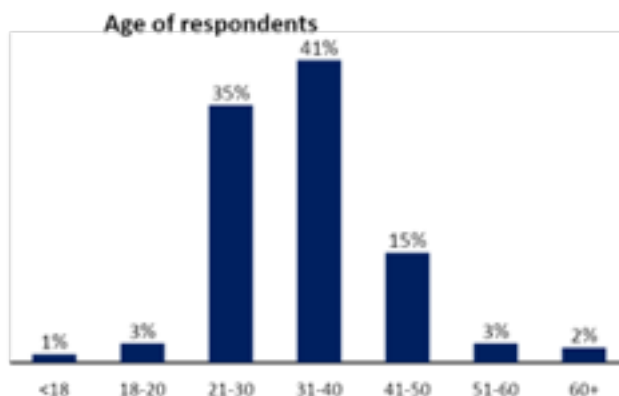
The reason that so many of the survey respondents were women is that a large majority of cross-border traders in general are women. Therefore, on both sides of the Rusizi-Bukavu border, most of the respondents were women. Since other studies have shown that women make up about 85% of cross-border traders, this sex distribution is roughly proportional to that in the overall population of cross-border traders.

The qualitative analysis revealed that the reasons behind why so many more cross-border traders are mostly women than men are largely cultural. Transporting products and taking products to market is seen as more of a women's task, where agriculture is seen as more suitable for men. The following table breaks down the occupational categories of the table above by sex.

3.3 AGE OF THE RESPONDENTS

Age was another disaggregation collected through characteristic explored by the survey. The respondents' age distribution is presented in Figure 3.

FIGURE 3: DISTRIBUTION OF THE RESPONDENTS BY AGE

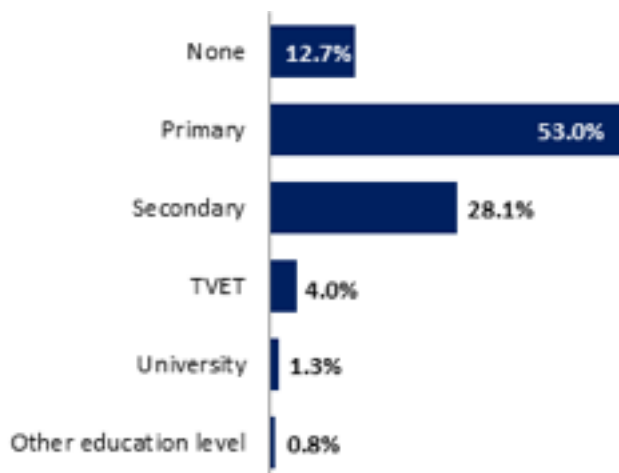


The majority of respondents (41%) were in the age category of 31 to 40 years, followed by the 21-30 years cohort at 35%. About 15% of respondents were in the 41-50 age range. Relatively few were above 50 or below 21.

3.4 EDUCATION OF RESPONDENTS

Level of educational attainment was another key characteristic noted by the research. The breakdown was as follows:

FIGURE 4: EDUCATION LEVEL OF THE RESPONDENTS



Survey results show that the majority of the respondents had only completed primary education (53%), followed by almost a third (28.1%) who had completed secondary school, while 12.7 % had no education. Comparatively few had completed vocational training (4%). Even though the majority of the respondents had no education or had only completed primary school, it is worth noting that CBT is increasingly attracting people who have completed their secondary education (28.1%). This is due to the high and rising levels of unemployment in Rwanda and DRC, and the fact that CBT has relatively small barriers to entry (such as capital requirements and legal registration).

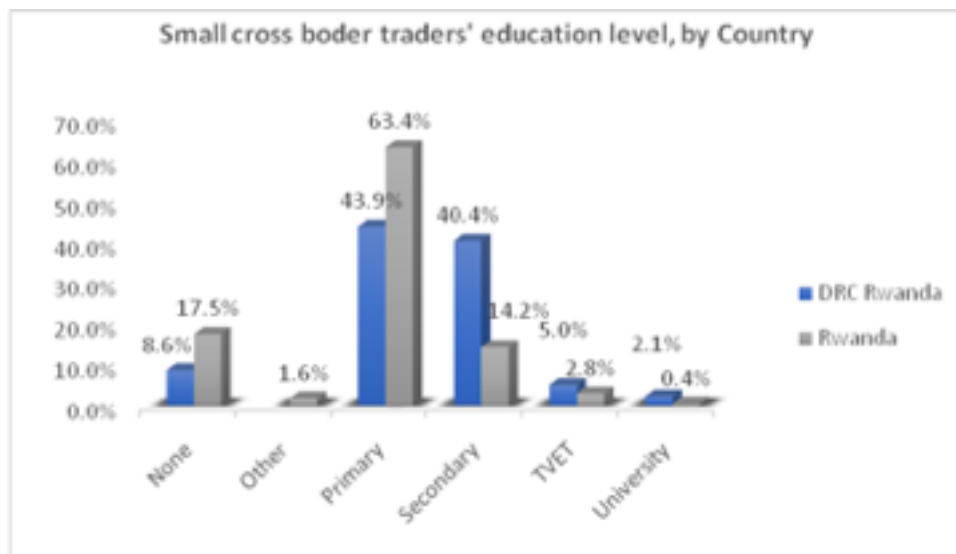
The following table breaks down the occupational categories by education level:

TABLE 4: EDUCATION LEVEL OF THE RESPONDENTS PER CATEGORY OF CBTS

Category of CBTs	Education level					
	None	Other	Primary	Secondary	TVET	University
Clearing and forwarding agencies				42.9%		57.1%
Traders who do not engage in CBT	6.9%		37.9%	44.8%	6.9%	3.5%
Representatives of track drivers			11.1%	77.8%	11.1%	
Small-scale cross-border trader	13.9%	0.9%	56.6%	24.8%	3.5%	0.3%

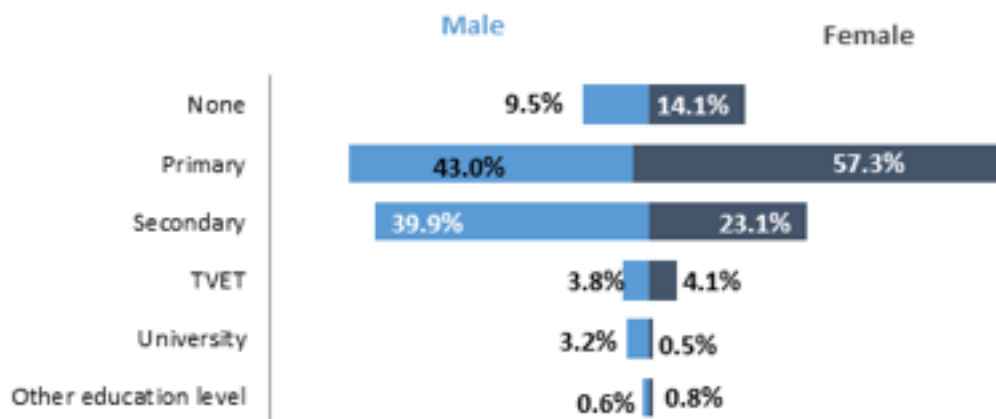
In general, the Congolese cross-border traders surveyed were more educated than their Rwandan counterparts, as the following table shows.

FIGURE 5: ANALYSIS OF EDUCATION LEVELS BY COUNTRY



The study also looked at educational differences between men and women cross-border trader respondents. The results are shown in the figure below:

FIGURE 6: ANALYSIS OF EDUCATION LEVELS BY SEX



As the figure shows, men and women cross-border trader respondents had about the same levels of education, with a slightly greater percentage of men having completed secondary school or above (47.5% compared to 28.5% of women).

3.5 NATIONALITY

Given that some people from Rwanda reside in DRC, and vice versa, the study also took into account the nationalities of respondents. The figure below shows the nationality breakdown (with “Bukavu” referring to DRC citizens and “Rusizi II” referring to Rwanda participants).

FIGURE 7: NATIONALITY OF RESPONDENTS



3.6 EXPERIENCE IN CBT

The amount of time survey respondents had participated in CBT is presented in the table below.

TABLE 5: COMPARATIVE CBT EXPERIENCE (YEARS)

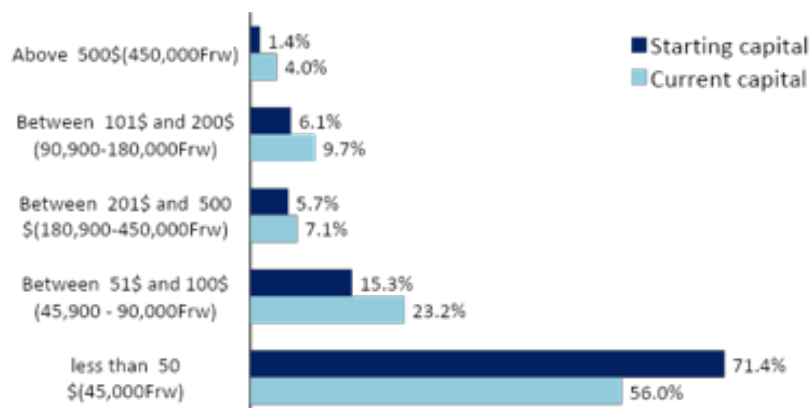
Time doing business	% traders with CBT experience	
	Bukavu side	Rusizi II side
Less than 6 months	1.2%	15.5%
Between 6 and 12 months	9.8%	17.4%
Between 1 and 2 years	19.2%	14.5%
Between 2 and 3 years	26.5%	12.6%
More than 3 years	43.3%	40.1%
Total	100%	100%

The results presented in the table above show that Rwandan and Congolese respondents had about the same number of years of experience in CBT (with more than half in both countries having over 2 years of experience), though a somewhat greater percentage of Rwandans were relatively new to the trade. This may be due to dynamics in Rwanda’s job market during the past couple years.

3.7. CAPITAL

The survey compared the current capital levels of traders on both sides of the border with the amount of capital required to enter the trade. The results are presented in the figure below.

FIGURE 8: CBT CAPITAL COMPARISONS



The results above demonstrate that most cross-border traders surveyed (71.4%) needed less than \$50 to enter the trade, but that 56.0% also still had less than \$50 in capital. Nonetheless, a significant portion of them had between \$51 and \$100, and not negligible portions had \$101-200 and \$201-500. Though the trade likely remains a matter of subsistence for a large portion of those surveyed, the fact that the average current capital of respondents is higher than the average start-up capital suggests that some potential for entrepreneurial growth exists.

The figures show how the starting/current capital breakdown differs by country.

FIGURE 9: CBT CAPITAL COMPARISONS IN BUKAVU

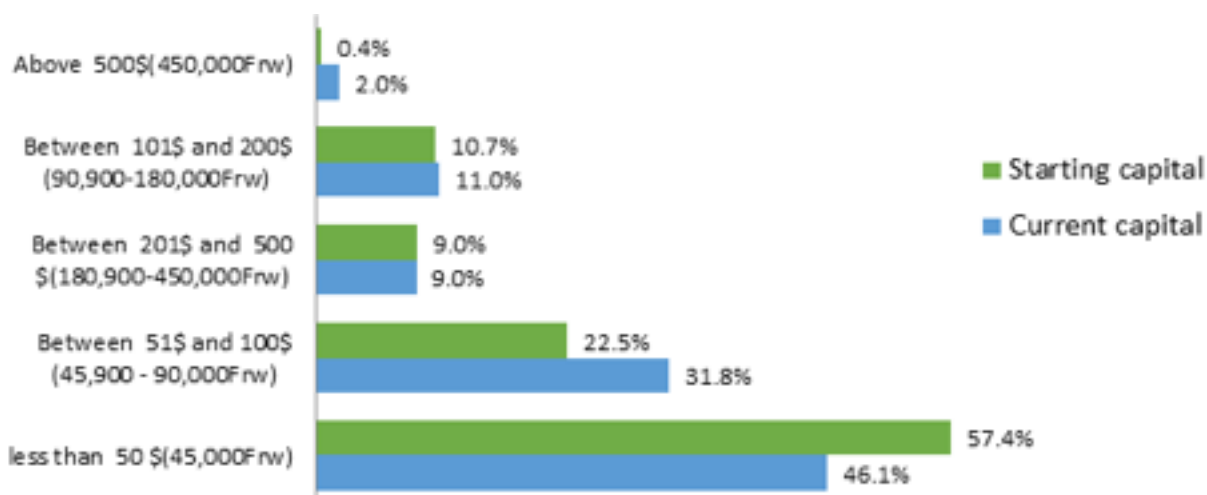
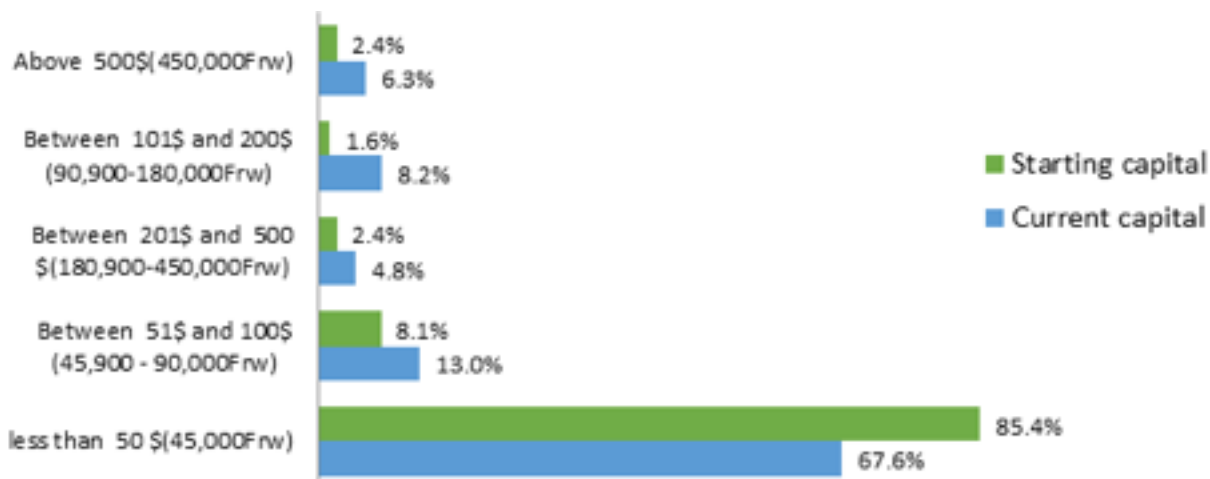


FIGURE 10: RUSIZI II COMPARISON OF STARTING AND CURRENT CAPITAL OF CBTS

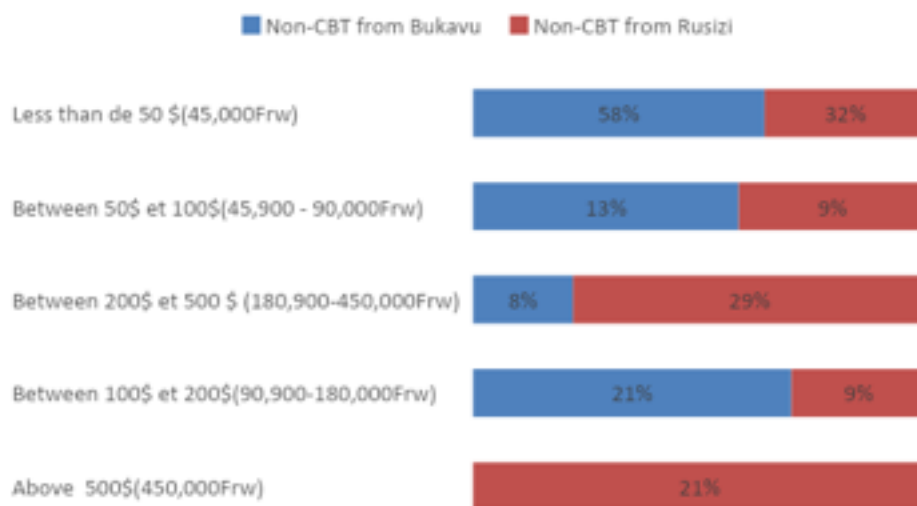


The charts above show that entering the CBT trade businesses is likely cheaper, on average, for traders in Rusizi, but also that this business is likely less profitable for those in Rusizi than for those in Bukavu. Although the research team is fully aware that beyond capital, there are many other factors which facilitate or discourage entry into CBT, we believe these data are valuable for providing an initial idea of the challenges small cross border traders face. Though 85.4% of traders had start-up costs less than \$50 in Rusizi (compared to

57.4% in Bukavu), a large majority of traders in Rusizi (67.6%) also currently had less than \$50 in capital (compared to 46.1% in Bukavu). This latter fact may have to do with the surveyed traders in Bukavu having more experience on average than those surveyed in Rusizi (see Section 2.2.8), allowing for more time to accumulate capital. The relatively low cost of entering the business in Rusizi may also help explain why the Congolese traders surveyed tended to be more educated on average (see Section 2.2.4); those with higher education levels in Rwanda may see less potential profitability in entering the business there, and may opt for other kinds of employment.

An analysis of the capital levels of those respondents in Rusizi and Bukavu not engaged in CBT, with the results presented in the figure below.

FIGURE 11: CAPITAL OF TRADERS NOT INVOLVED IN CROSS-BORDER TRADE FROM BUKAVU AND RUSIZI II

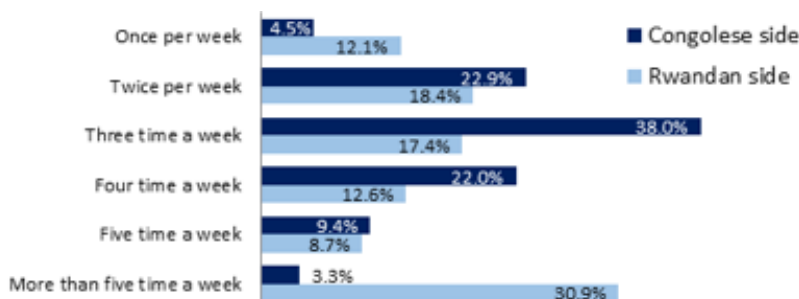


On the Rusizi II side, these results are interesting, because they indicate that the non-CBT traders surveyed in Rusizi tended to currently have more capital (on average) than those engaged in CBT. The current capital of non-CBT traders in Bukavu based on the data presented above seems to be about the same (on average) as that of cross-border trader respondents in Bukavu, for example 58% of non-CBT respondents there had less than \$50 of capital, compared with 46.1% among the Bukavu cross-border traders surveyed.

3.8 BORDER CROSSING FREQUENCY

The frequency of border-crossings by cross-border traders at both Bukavu and Rusizi II was also investigated, with the results presented in the figure below:

FIGURE 12: FREQUENCY OF SMALL SCALE CBTS CROSSING THE BORDER FOR TRADING



These results show that most Bukavu cross-border traders surveyed cross the border around three times per week, with only 4.5% crossing less than twice per week and only 12.7% crossing more than four times per week. While 48.4% of those surveyed in Rusizi also reported crossing two to four times per week (compared to 82.9% of those surveyed in Bukavu), a significant percentage of those surveyed in Rusizi also reported crossing more than five times per week (30.9%). This reason for this stark difference between those in Rusizi and those in Bukavu is not immediately apparent. Finding the answer requires analyzing the demographics of the respondents who reported crossing more than five times per week.

ANNEX 4: INCOME GENERATED BY CROSS BORDER TRADERS BY PRODUCTS

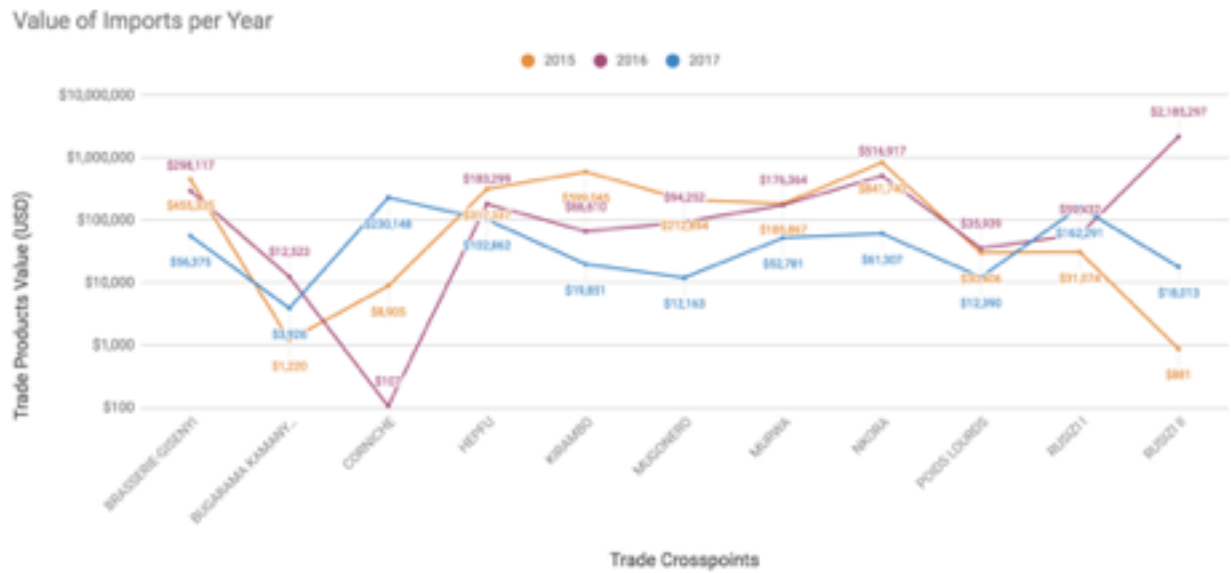
TABLE 6: INCOME GENERATED BY CBTS BY PRODUCTS

Types of products	Entry point	Less than 50 \$(45,000Frw)	Between 50\$ and 100\$ (45,900 - 90,000Frw)	Between 100\$ and 200\$ (90,900- 180,000Frw)	Between 200\$ and 500 \$ (180,900- 450,000Frw)	Above 500\$ (450,000Frw)
Fruits	Bukavu	97.9%		2.1%		
	Rusizi II	90.0%	10.0%			
Vegetables	Bukavu	98.4%		1.6%		
	Rusizi II	96.2%	1.9%	1.9%		
Fish	Bukavu	85.7%	14.3%			
	Rusizi II	100.0%				
Meat	Bukavu	95.8%	4.2%			
	Rusizi II	66.7%	16.7%			16.7%
Cereals /Flour	Bukavu	93.0%	1.8%	5.3%		
	Rusizi II	80.0%	10.0%	10.0%		
Milk products	Bukavu	94.4%		5.6%		
	Rusizi II	93.8%		6.3%		
Manufactured products	Bukavu	79.2%	12.5%	8.3%		
	Rusizi II	91.7%	4.8%	1.2%	1.2%	1.2%
Pulses	Bukavu	97.6%		2.4%		
	Rusizi II	100.0%				
Livestock	Bukavu	91.1%	6.7%	2.2%		
	Rusizi II	66.7%	11.1%	11.1%		11.1%
Other products	Bukavu	84.6%	7.7%	7.7%		
	Rusizi II	90.6%		9.1%		

ANNEX 5: VALUE OF RWANDA IMPORTS AND EXPORTS TO DRC 2015 - 2017

Figure 16 shows the value of imports in the past three years for each of the major border crossing points between DRC and Rwanda.

FIGURE 13: VALUE OF RWANDA IMPORTS FROM DRC 2015 – 2017



The data in this figure show that while imports at some border crossing points have remained relatively static over the years, those at others have fluctuated fairly dramatically. Nevertheless, as the table above shows, the total value of imports from DRC to Rwanda has hovered around \$2.5 million over the past few years. Deeper analysis into the two countries' market dynamics and those of specific localities within them may reveal why some crossing points tend to have many more imports than in others.

FIGURE 14: VALUE OF RWANDA EXPORTS TO DRC 2015 - 2017



This figure shows that imports through Rusizi II were relatively low in 2017. As with imports, some crossing points seem to have highly variable total exports as well.

Figure 18 compares the total import volume of Rwanda’s main crossing points during 2015-2017 to the total export volume of these crossing points during that same time period. It shows that, in general, a much larger volume of exports to DRC than of imports from DRC tend to go through these.

FIGURE 15: VOLUME OF RWANDA EXPORTS TO AND IMPORTS FROM THE DRC 2015 - 2017



Source: BNR official trade data

The graph shows that overall the volume of exports is much bigger than the volume of imports at all of these crossing points.

ANNEX 6: EMPLOYMENT, INCOME OF CBT TRADERS

5.1. EMPLOYMENT AND INCOMES FROM CBT

The survey tried to understand if cross border traders engage in other income-generating activities.

TABLE 7: CROSS-BORDER TRADERS' REPORTED INCOME-GENERATING ACTIVITIES

Do you engage in activities other than CBT that generate income?	Bukavu	Rusizi II
No	95%	91%
Yes	5%	9%
Total	100%	100%

These results show that for both Bukavu (95%) and Rusizi II (91%), the majority of the cross-border traders depend on just CBT for income generation.

5.2. INCOME MAGNITUDE AND TRENDS

The survey also inquired about the amount of income generated by CBT for traders, with the results presented in the table below.

TABLE 8: AVERAGE CBT INCOME PER WEEK

Weekly earnings from CBT	Bukavu %	Rusizi II %
Less than \$50 (45,000Frw)	92%	90%
Between \$50 and \$100 (45,900 - 90,000Frw)	5%	5%
Between \$100 and \$200 (90,900-180,000Frw)	3%	3%
Between \$200 and \$500 (180,900 - 450,000Frw)	0%	1%
Above \$500 (450,000Frw)	0%	1%
Total	100%	100%

The survey also inquired about the income levels of traders not engaged in CBT; these data are presented in the table below:

TABLE 9: AVERAGE INCOMES PER WEEK FOR NON CBTS

Weekly income	Bukavu side %	Rusizi side %
Less than \$50 (45,000Frw)	92%	88%
Between \$50 and \$100 (45,900 - 90,000Frw)	4%	6%
Between \$100 and \$200 (90,900-180,000Frw)	4%	3%
Total	100%	100%

These results show that incomes for these kinds of traders are also comparable between Rusizi and Bukavu. Though slightly bigger percentages of these traders seem to have weekly incomes greater than \$50 and \$100 per week than the cross-border traders, these data show that the income level of both groups is about the same.

The table below shows the way incomes of respondents have changed over time.

TABLE 10: INCOME VARIATIONS OVER THE PAST YEAR

Has your income increased over the past year?	In Bukavu (%)	In Rusizi (%)
No, reduced by a big amount	4%	29%
No, reduced by a low amount	17%	6%
Nothing changed	17%	6%
Yes, increased by a big amount	0%	18%
Yes, increased by a low amount	63%	41%
Total	100%	100%

In summary, the findings show that in both border communities (Bukavu 63% and Rusizi II 41%), the incomes have generally increased, but only by a small amount.

ANNEX 7: CASES OF HARASSMENT FACED BY FEMALE, SMALL-SCALE, CROSS-BORDER TRADERS WHILE DOING THEIR CBT BUSINESS

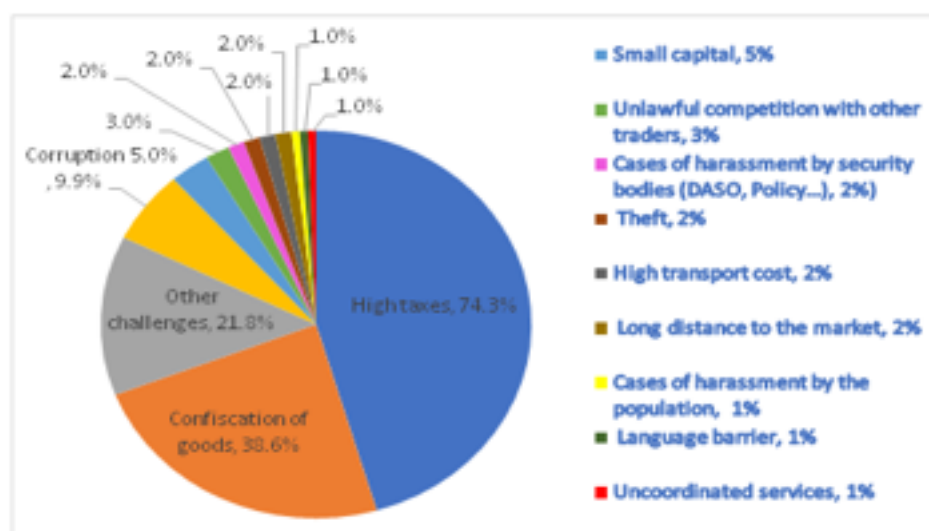
TABLE 11: HARASSMENT CASES FACED BY FEMALE, SMALL-SCALE, CROSS-BORDER TRADERS WHILE DOING THEIR CBT BUSINESS

Harassment cases reported by Women	Bukavu (n=20)		Rusizi II (n=13)	
	#	%	#	%
Repeatedly making sexually suggestive gestures	1	5.0%	-	-
Sexual pranks, or repeated sexual teasing, jokes, in person or via phone	11	55.0%	-	-
Touching or grabbing of a sexual nature	-	-	2	15.4%
Verbal abuse of a sexual nature	4	20.0%	2	15.4%
Other harassment cases	5	25.0%	10	76.9%

The findings show that the most common forms of harassment at the borders include “sexual pranks, or repeated sexual teasing, jokes, in person or via phone” (55%) at Bukavu, “touching or grabbing of a sexual nature” and “verbal abuse of a sexual nature” (both on 15.4%) at Rusizi II. A significant portion of respondents (25.0%) reported experiencing harassment in the category of “Other harassment cases,” which could be referring to some forms of harassment mentioned in the quotations above but not listed as options in this table (such as extortion, theft, and rape). More research needs to be done to determine the full scope of the harassment issues facing cross-border traders, as well as to beta-test and finalize ideas for ways to improve the current situation facing cross-border traders in this regard.

ANNEX 8: SPECIFIC CHALLENGES FACING CROSS-BORDER TRADERS

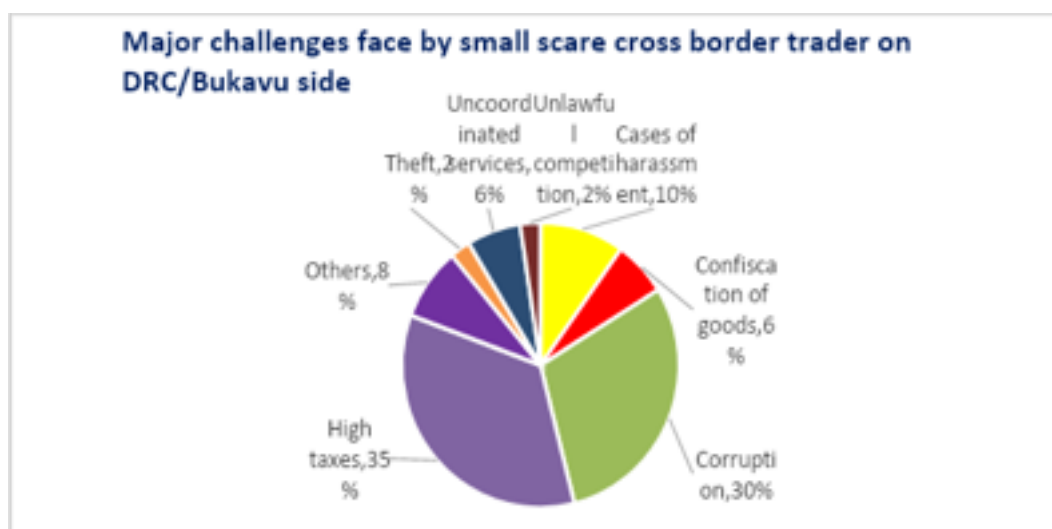
FIGURE 16: CHALLENGES FACED BY CROSS-BORDER TRADERS SURVEYED IN RUSIZI



As the chart above shows, the major challenges in small-scale cross-border traders included high taxes (74%), confiscation of goods (38.6%), and corruption (5%).

The study also examined challenges faced by cross-border trader respondents in Bukavu.

FIGURE 17: CHALLENGES FACED BY CROSS-BORDER TRADERS SURVEYED IN THE DRC



It is worthwhile to note that corruption is cited far more as the biggest challenge facing CBTs on the DRC side (30%) than on the Rwanda side (9.9%). This conforms to other indications that the border authorities at the DRC checkpoint are generally less organized and more corrupt than those on the Rwanda side.

ANNEX 9: KNOWLEDGE OF NATIONAL REGULATORY CBT FRAMEWORKS

In Rusizi, about half of the key stakeholders who were asked whether there are Regional and National regulatory frameworks governing CBT, responded they do not know, while more than half reported that they possessed little information about these.

In Bukavu, all the key stakeholders know and recognize that COMESA, CEPGL, bilateral trade agreements, and ministerial orders exist and have significantly facilitated CBT, especially in terms of facilitating the documentation needed for border crossing and tax exemption and reduction.. When respondents in both countries were asked about cross-border traders’ awareness of these frameworks, it was noticed that only few of them are aware and know about their advantages in promoting and facilitating CBT.

National and regional regulatory frameworks such as trade policies have had both a positive and negative impact on CBT. As an example of the negative impacts, the majority of participants in FGDs and KIIs (on both sides of the border) said that, “CBTs use unauthorized routes to cross the border because of high tax rates to some products, particularly in Rwanda.” In Rusizi, especially, participants said that this regulatory framework “is the reason why many people prefer to do business in Bukavu, since trade policies are not stringent, whereas in Rwanda there are so many rules and regulations and some products are not authorized in Rwandan markets.”

ANNEX 10: LIST OF COOPERATIVES AND ASSOCIATIONS OF CROSS BORDER TRADERS ON RUSIZI II-BUKAVU BORDER CROSSING

Name of the association	Entry point	Type of business
Association des exploitants du domaine de volailles (ASEDEVO)	Bukavu side	Livestock
Association Des Acheteurs et Des Revendeurs (AARM)	Bukavu side	Iron made materials (Débris des véhicules et des machines, les épaves et les métaux)
Association des campeuses de Bukavu ASSOCABU	Bukavu side	Money Exchange
Association et coopérative des petits commerçants transfrontaliers de Bukavu	Bukavu side	
Association villageoise d'épargne et de Crédit (AVEC)	Bukavu side	Saving and credit association
Associations des vendeurs de poules et des œufs (AVPO)	Bukavu side	Livestock (eggs and hens)
OCDD (Petits commercant transfrontaliers)	Bukavu side	No idea of what they do
PETITS COMMERCANTS Des Grands Lacs (PCGL)	Bukavu side	No idea of what they do
Plateforme d'Associations et coopératives de petits commerçants transfrontaliers de Bukavu	Bukavu side	Platform of different CBT Associations
Solidarite chretienne/coopec Bukavu	Bukavu side	Saving and credit Cooperative
Union de commissionnaire en douane	Bukavu side	Association of Customs' Agents
Abakundana	RUSIZI side II	Saving and credit group
Abasanganizi	RUSIZI side II	Saving and credit group
Abishyizehamwe	RUSIZI side II	Saving and credit group
Cooperative Twegerane	RUSIZI side II	Saving and credit group
Cooperative Dufatane Urunana Twiteze Imbere Mururu	RUSIZI side II	Saving and credit group
COBATOMU	RUSIZI side II	Vegetables
COPROCESM	RUSIZI side II	Decoration, food preparation in parties and weddings
Dufashanye	RUSIZI side II	Milk
Duhuze umugambi	RUSIZI side II	Saving and credit group
Dushyigikirane	RUSIZI side II	Saving and credit group of traders of vegetables
Dutere imbere (Rubyiruko)	RUSIZI side II	Saving and credit group
Ejoheza	RUSIZI side II	Milk
Junior	RUSIZI side II	Variety of different flours
Jyambere Mugore	RUSIZI side II	Traders of vegetables
Mituelle(association)	RUSIZI side II	Saving and credit group
Nkundakazi (Cooperative)	RUSIZI side II	Transporters (Abakarani)
Terimbere mubyeyi (Cooperative)	RUSIZI side II	Traders of food particularly beans and cassava flour
Tubane	RUSIZI side II	
Tuzamurane	RUSIZI side II	Saving and credit group of cross border traders
Twishyire hamwe	RUSIZI side II	Saving and credit group
Twisungane	RUSIZI side II	Traders of vegetables

Twiteze imbere mu bukungu	RUSIZI side II	Cassava flour
Twiyubake	RUSIZI side II	
Twuzuzanye	RUSIZI side II	Cereals

ANNEX 11: RESEARCH TOOLS

9.1 Questionnaire

SURVEY QUESTIONNAIRE RESEARCH ON CROSS BORDER TRADE BETWEEN RWANDA AND DRC ON RUSIZI II ENTRY POINT

INSTRUCTIONS

This tool should be used during one on one interview. The team should assure participants that all information shared within the discussion will remain confidential; if the team takes down notes, they will not have any information identifying or associating individuals with responses. Some of these questions are sensitive. You should take all potential ethical concerns into consideration before the discussion, considering the safety of respondents, ensuring that all participants agree that no information shared in the discussion will be divulged outside the group, and obtaining informed consent from participants.

To increase acceptance and ensure that participants are not the targets of community suspicion, threats or violence:

1. *If you do not feel it is safe to have this discussion, or that it may cause risk for staff or participants, do not proceed.*
2. *Before mobilizing participants, meet with community leaders and/or local government to explain the purpose of the assessment visit – to better understand the health and safety concerns affecting the participants – and the presence of the assessment team in the community.*
3. *Where possible, link with a range of local key leaders – formal and informal – during participant mobilization. Leaders should not be present in interview ensure that participants feel free to speak openly.*

INTRODUCTION

Introduce yourself:

Hello. My name is _____. I am conducting a survey for an organization called Search for Common Ground (Search), a non-governmental organization working in conflict transformation on behalf of the European Union for a project implemented by the International Organization for Migration (IOM) and TradeMark East Africa (TMEA) named *Secured Cross Border, social economic and commercial activities in the Great Lake Region* along the Bukavu and Rusizi II border.

We are conducting this survey here and in other communities in which we will be implementing the project with the goal of *increasing the cross border trade and reducing social tension between cross border communities in Rwanda and DRC.*

Participation in the survey is voluntary, the purpose of this research is to inform the implementation of the project. We do believe you will find this activity interesting and it will give you an opportunity to exchange views on topics you might not necessarily find time to discuss otherwise.

Everything that you say will remain confidential, and we will not collect information that could be used to identify you. I will be taking notes as we speak, to allow us to analyze the data from your responses. However, we won't share these notes with anyone outside of the research team. When we do share information, for example in our report, the feedback will all be anonymous.

Your name and identity will never be associated with any information we share.

Participation in this interview is voluntary and if you do not want to answer a question or questions, please let us know. Your answers will be kept confidential. Your names will not be recorded. Our interview will last approximately 40 minutes.

We thank you in advance for your participation.

Do you agree to participate?

Yes No

If **yes** start the interview, if **no** thank the person and move to the next respondent.

I. INFORMATION ON ENUMERATOR

1.1. Date		Location/ entry point	1. Rusizi II 2. Bukavu
1.2. Country of residence	1. Rwanda 2. DRC		
1.3. Start Time		End Time	
1.4. Name of interviewer:			

General Instruction for the Enumerator:

Do not read the answers to the questions asked unless specifically written in the “Instruction” column.
 Circle the answer that best corresponds to what the respondent answered

II. IDENTIFICATION OF THE INTERVIEWEE (CIRCLE THE RIGHT RESPONSE)

Enumerator: “I would like to start by knowing a bit more about you. Remember that your answers will remain completely confidential.”

- 2.1. Sex: F M
- 2.2. Nationality:
 - 1. Rwandan
 - 2. Congolese
 - 3. Other (Specify)
- 2.3. What is your age?
- 2.4. Education level that you completed
 - 1. None
 - 2. Primary
 - 3. TVET
 - 4. Secondary
 - 5. University
 - 6. Other (Specify)
- 2.5. Category of Cross border Traders:
 - a. Small cross border trader
 - b. Clearing and forwarding agencies
 - c. Representative of the track drivers
 - d. Non-cross border trader

2.6. Type of commerce (do not read)

- A. Fruits
- B. Vegetables ...
- C. Fish....
- D. Meat...
- E. Cereals/ Flour...
- F. Milk products....
- G. Manufactured products...
- H. Pulse
- I. Services (restaurant, Lodge, shop ...)
- J. Others (specify)....

2.7. Are you a member of cross border cooperative or association?

- 1. Yes
- 2. No

2.8. What is the name of your cooperative or association? _____

III. SURVEY QUESTIONS.

#	Questions:	Answers:	Instructions
3.1.	How many times per week do you cross the border for trading?	<ul style="list-style-type: none"> • once per week • Twice per week • Three time a week • Four time a week • Five time a week • More than five time a week 	only single answer is possible
3.2	For how long have you been doing cross border trade?	<ul style="list-style-type: none"> • Less than 6 months • Between 6 and 12 months • Between 1 and 2 years • Between 2 and 3 years • More than 3 years 	only single answer is possible
3.3.	In average, how much time does it take you to cross the border in your business?	<ul style="list-style-type: none"> • Less than 5 minutes • Between 5 and 10 minutes • Between 11 and 20 minutes • Between 21 and 40 minutes • Between 41 and 60 minutes • Above one hour 	only single answer is possible
3.4.	Do you do any other activity (other than CBT) which brings revenue?	<ul style="list-style-type: none"> • Yes • No 	If yes continue to the next question, if no skip to 3.9
3.5.	Which one?		ask only if yes to 3.3
3.6.	Is the activity quoted on 3.4 your main business activity?	<ul style="list-style-type: none"> • Yes • No 	if no go to 3.6, if yes go to 3.7
3.7.	If no, what is your main business activity?		ask only if no to 3.5
3.8.	Do you feel that your activity is related with CBT?	<ul style="list-style-type: none"> • Yes • No 	ask only if yes to 3.3
3.9	If yes/no, why?		
3.10	Is CBT your main revenue activity?	<ul style="list-style-type: none"> • Yes • No 	

3.11.	In your opinion, which is the most exported good to DRC/Rwanda?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	Fit the product answered by respondent in the right category. if the category is not listed, please add it
3.12.	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed • I don't know if any change happened 	one response possible
3.13.	In your opinion, which is the most imported product from DRC/Rwanda?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	one response possible
3.14	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed • I don't know if any change happened 	one response possible
3.15.	In your opinion, what is the most profitable product exported to Rwanda?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	one response possible
3.16.	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed in the quantity • I don't know if any change happened 	One response possible

3.17.	What is the most profitable product that is exported to DRC?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	One response possible
3.18.	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed in the quantity • I don't know if any change happened 	One response possible
3.19.	In your opinion, what is the most consumed product exported to Rwanda?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	One response possible
3.20	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed in the quantity • I don't know if any change happened 	One response possible
3.21.	In your opinion, what is the most consumed product exported to DRC?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals /Flour... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... • Unsure/I don't know • Nothing 	One response possible
3.22.	Has there been any change in the past year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed in the quantity • I don't know if any change happened 	One response possible

3.23.	What was your capital when you started the business?	<ul style="list-style-type: none"> • less than 50 \$(45,000Frw) • Between 51\$ and 100\$ (45,900 -90,000Frw) • Between 101\$ and 200\$ (90,900-180,000Frw) • Between 201\$ and 500 \$(180,900-450,000Frw) • Above 500\$(450,000Frw) 	In Rwf on Rwandan side and USA Dollar on DRC side
3.24.	What is your current capital?	<ul style="list-style-type: none"> • less than 50 \$(45,000Frw) • Between 51\$ and 100\$ (45,900 -90,000Frw) • Between 101\$ and 200\$ (90,900-180,000Frw) • Between 201\$ and 500 \$(180,900-450,000Frw) • Above 500\$(450,000Frw) 	Ask only cross border traders. One response possible
3.25.	Have there been any remarkable changes in your turnover in your cross-border trade in the last year?	<ul style="list-style-type: none"> • Quantity has increased • Quantity has reduced • Nothing changed in the quantity • I don't know if any change happened 	Ask only Cross border traders. One response possible
3.26.	How much do you earn per week as part of your cross-border trade?	<ul style="list-style-type: none"> • less than 50 \$(45,000Frw) • Between 50\$ et 100\$(45,900 - 90,000Frw) • Between 100\$ et 200\$(90,900-180,000Frw) • Between 200\$ et 500 \$ (180,900-450,000Frw) • Above 500\$(450,000Frw) 	Ask only Cross border traders. One response possible
3.27.	What is your capital?	<ul style="list-style-type: none"> • Less than de 50 \$(45,000Frw) • Between 50\$ et 100\$(45,900 - 90,000Frw) • Between 100\$ et 200\$(90,900-180,000Frw) • Between 200\$ et 500 \$ (180,900-450,000Frw) • Above 500\$(450,000Frw) 	Ask only non-cross border traders. One response possible
3.28.	Have there been any remarkable changes in your turnover in your business in the last year?	<ul style="list-style-type: none"> • Yes, increased at big extent • Yes, increased at low extent • Nothing changed • No, reduced at big extent • No, reduced at low extent • I don't know 	Ask only non-cross border traders. One response possible
3.29.	How much do you earn per week as part of your business?	<ul style="list-style-type: none"> • Less than 50 \$(45,000Frw) • Between 50\$ and 100\$(45,900 - 90,000Frw) • Between 100\$ and 200\$(90,900-180,000Frw) • Between 200\$ and 500 \$(180,900-450,000Frw) • Above 500\$(450,000Frw) 	Ask only non-cross border traders. One response possible
3.30.	Are there any challenges in cross-border trade?	<ul style="list-style-type: none"> • Yes • No • I don't know • Prefer not to respond 	one response possible
3.31.	If yes, on which side of the border	<ul style="list-style-type: none"> • RDC • Rwanda • Both sides of the border 	Single option possible

3.32.	If so, in Rwanda, what are these challenges?	<ul style="list-style-type: none"> • Corruption • High taxes • Confiscation of goods • Cases of harassment by security bodies (DASO, Policy...) • Cases of harassment by the population • Unlawful competition with other traders • Theft • Uncoordinated services • Language barrier • High transport cost • Small capital • Long distance to the market • Others 	<p>Please do not read the options. Make sure while the respondent explains that you check the right option .More options allowed</p>
3.33.	Among the challenges you mentioned, what is the major one?	<ul style="list-style-type: none"> • Corruption • High taxes • Confiscation of goods • Cases of harassment by security bodies (DASO, Policy...) • Cases of harassment by the population • Unlawful competition with other traders • Theft • Uncoordinated services • Language barrier • High transport cost • Small capital • Long distance to the market • Others specify 	<p>one option only allowed</p>
3.34.	With whom do you experience the bigger challenge?	<ul style="list-style-type: none"> • The Border Police • Immigration officers • RRA Custom officers • Rwanda Standard Bureau officers • Maibobo (street children) • Other, specify 	<p>One option allowed. do not read the options</p>
3.35.	For any problem related to your commercial activity at the border, who do you first look for to find a solution to it?	<ul style="list-style-type: none"> • The Border Police • Immigration officers • RRA officers • Rwanda Standard Bureau officers • Other traders • Other, specify 	<p>one option allowed. do not read the answers</p>
3.36.	What are the risks associated with that challenge?	<ul style="list-style-type: none"> • Death • Loss of goods • Loss of revenues • Long delays at the border • Bankruptcy • Detention • Beating • Cases of harassment • Others specify 	<p>Multiple options allowed. do not read the answers</p>
3.37.	If so, in DRC, what are these challenges?	<ul style="list-style-type: none"> • Corruption • High taxes • Confiscation of goods • Cases of harassment • Gender based violence • Unlawful competition • Theft • Uncoordinated services • Language barrier • Others specify 	<p>Please do not read the options. Make sure while the respondent explains that you check the right option</p>

3.38.	Among the challenges you mentioned, what is the major one?	<ul style="list-style-type: none"> • Corruption • High taxes • Confiscation of goods • Cases of harassment • Gender based violence • Unlawful competition • Theft • Uncoordinated services • Others. specify 	One option allowed. do not read the answers
3.39.	With whom do you experience the bigger challenge?	<ul style="list-style-type: none"> • The Border Police • Immigration officers • Custom officers • Standard offices • Maibobo(Street children) • Others specify 	One option allowed. do not read the options
3.40.	For any problem related to your commercial activity at the border, who do you first look for to find a solution to it?	<ul style="list-style-type: none"> • The Border Police • Immigration officers • Custom officers • Standard offices • Other traders • Other, specify 	one option allowed. do not read the answers
3.41	What are the risks associated with that challenge?	<ul style="list-style-type: none"> • Death • Loss of goods • Loss of revenues • Long delays at the border • detention • Bankruptcy • Beating • Cases of harassment • Others, specify 	Multiple options allowed. do not read the answers
3.42.	How would you rate your level of knowledge on CBT policies and procedures?	<ul style="list-style-type: none"> • Very good • Good • Average • Poor • Very Poor 	Only one answer possible
3.43.	What are the official services offered on the Congolese border?	<ul style="list-style-type: none"> • 1. DGM • 2. DGDA • 3. OCC • 4. Hygiene • 5. Police of the Border • 6. Other (specify) • 7. I don't know any service 	Do not read responses, circle all services that were described
3.44.	What are the official services offered on the Rwandese border?	<ul style="list-style-type: none"> • 1. Migration • 2. RRA • 3. RSB • 4. Police • 5. Security • 6. RAB • 7. REMA • 8. Ministry of Health • 9. Others (Specify) • 10. I don't know any service 	Circle all services that were described
3.45.	Where do you pay your taxes in DRC?	<ul style="list-style-type: none"> • Police of the Border • Immigration officers (DGM) • Custom officers (DGDA) • Standard offices (OCC) • Other (specify)----- • I don't know 	Circle all stated places
3.46.	According to DRC taxation law, where are you supposed to pay?	<ul style="list-style-type: none"> • Police of the Border • Immigration officers (DGM) • Custom officers (DGDA) • Standard offices (OCC) • Other (specify) 	Circle all stated places

3.47.	Where do pay your taxes in Rwanda?	<ul style="list-style-type: none"> • 1. Migration • 2. RRA • 3. RSB • 4. Police • 5. Security • 6. RAB • 7. REMA • 8. MINISTRY OF HEALTH • 9. Others (Specify) 	Circle all stated places
3.48.	According to the Rwandan taxation law, where are you supposed to pay?	<ul style="list-style-type: none"> • 1. Migration • 2. RRA • 3. RSB • 4. Police • 5. RAB • 6. REMA • 7. MINISTRY OF HEALTH • 8. Others(specify) 	Circle all stated places
3.49.	Do you know which are the travel documents you need to cross the border?	<ul style="list-style-type: none"> • Yes • No 	Only one answer possible
3.50	Which are these travel documents?	<ul style="list-style-type: none"> • 1. Passport • 2. Laissez- passer • 3. Jeton • 4 .CEPGL • 5. Other (Specify) 	Multiple answers possible. don't read the answers
3.51	Do you know quality standard requirements in Rwanda for the product you trade in ?	<ul style="list-style-type: none"> • Yes • No 	Only single answer possible
3.52	If yes, can you name them?	<ul style="list-style-type: none"> • Sanitary and Phytosanitary certificate • Rwanda Standards Board certificate • Certificates of origin and quality • Clearance at Rusizi II border • Clearance of consignment at Rusizi II border (simplified declaration) • Health certificate • Other, specify 	Multiple answers possible. don't read the answers
3.53	Do you know which quality standards apply in DRC for the product you trade?	<ul style="list-style-type: none"> • Yes • No 	One response possible
3.54	If yes, which are those standards?	<ul style="list-style-type: none"> • Sanitary and Phytosanitary certificate • Certificates of origin • Clearance of consignment at Bukavu border (simplified declaration) • Health certificate • Other, specify 	Multiple answers possible. don't read the answers
3.55	What are the roads do you use while doing cross-border trade?	<ul style="list-style-type: none"> • Bukavu/Rusizi II • Other (specify) 	One response possible
3.56	Do traders use other roads other than Bukavu/Rusizi II in their transborder trade?	<ul style="list-style-type: none"> • Yes • No • I don't know • I prefer not share 	One response possible
3.57	What products are likely to use alternative routes?	<ul style="list-style-type: none"> • Fruits • Vegetables ... • Fish.... • Meat... • Cereals (Flour)... • Milk products.... • Manufactured products... • Second hand shoes • Second hand clothes • Pulse • Services (restaurant, Lodge, shop ...) • Others (specify).... 	Multiple answers possible. don't read the answers

3.58	Why do people use these secondary routes?	<ul style="list-style-type: none"> • Less cases of harassment • Avoid paying taxes • Less delay at the border • Others (specify) 	If yes to Q.3.55 Do not read the answers, check the response that is the closest with the description
3.59	What are the risks associated with using secondary routes?	<ul style="list-style-type: none"> • Death • Drowning • Arrest/Prison • Confiscation of products • Theft of products • Damage of goods • Loss of capital • Beatings • Harassment • High penalties • Gender based violence • Others (specify) 	Multiple options. Don't read the answers
3.60	According to you, what should be done to prevent people from using these routes?	<ul style="list-style-type: none"> • Clear process and procedures • Sensitize cross border traders on appropriate CBT and the risks associated with using these routes • Sensitize border officials on improving the quality of service at the border; • Create awareness of rights and obligations of traders • Speed up border procedures • Other (specify) 	Multiple choice possible
3.61	According to you, are there services to facilitate CBT on Rusizi II	<ul style="list-style-type: none"> • Yes • No • I don't know 	One response possible
3.62	What are these services?	<ul style="list-style-type: none"> • 1. Financial credit to Associations by the Banks • 2. Individual credits from the Banks • 3. Credits from Microfinance institutions • 4. Cooperatives/ Associations • 5. Trade information desk • 6. Trainings • 7. Credits (from other non-financial organizations) • 8. Saving groups/ • 9. Other (specify) 	Multiple choice possible
3.63.	Have you accessed any of the above services on Rusizi II?	<ul style="list-style-type: none"> • Yes • No • I don't know • Prefer not to respond 	One response only if Yes continue otherwise end the survey
3.64	If yes, what are the services that you benefited from?	<ul style="list-style-type: none"> • 1. Financial credit to Associations by the Banks • 2. Individual credits from the Banks • 3. Credits from Microfinance institutions • 4. Cooperatives/ Associations • 5. Trade information desk • 6. Trainings • 7. Credits (from other non-financial organizations) • 8. Saving groups • 9. Other(specify) 	Multiple choice possible

3.65	According to you, what is the most important services you benefited?	<ul style="list-style-type: none"> • 1. Financial credit to Associations by the Banks • 2. Individual credits from the Banks • 3. Credits from Microfinance institutions • 4. Cooperatives/ Associations • 5. Trade information desk • 6. Trainings • 7. Credits (from other non-financial organizations) • 8. Saving groups • 9. Other(specify) 	Only single option allowed
3.66.	Is it easily accessible on Rusizi II?	<ul style="list-style-type: none"> • Yes • No • I don't know • Prefer not to respond 	One response only
3.67	How long does it take to access that service on Rusizi II/Bukavu border?	<ul style="list-style-type: none"> • 1. Less than a day • 2. Between one day to 3 days • 3. Between 3 days to one week • 4. From one to 2 weeks • 5. Between 2 weeks and a month • 6. More than a month 	One response possible
3.68	How much does it cost on Rusizi II /Bukavu side?	<ul style="list-style-type: none"> • 0\$ • Between 1 and 5\$ (900Frw and 4,500Frw) • Between 5\$ and 10\$(4500 and 9000Frw) • Between 11\$ and 20\$ (9900 and 18000Frw) • Between 21 and 50\$ (18900 and 45,000Frw) • Above 50\$(450,000Frw) 	Single option allowed
3.69	Do women involved in cross-border trade face a harassment?	<ul style="list-style-type: none"> • Yes • No • I don't know/Unsure • Prefer not to say 	Single option allowed
3.70	If yes, what are the women harassment frequently appeared on this area of the border since 2018?	<ul style="list-style-type: none"> • Sexual pranks, or repeated sexual teasing, jokes, in person or via phone; • Verbal abuse of a sexual nature; • Touching or grabbing of a sexual nature; • Repeatedly making sexually suggestive gestures; • Others(specify) 	Multiple choice allowed

Thank you very much for your time.

9.2 Key Informant Interviews (KIIs) and Appreciative Inquiry (AI)

KEY INFORMANT INTERVIEW

This tool should be used during key informant interviews. The team should assure the participant that all information shared will remain confidential. Some of these questions are sensitive. You should take all potential ethical concerns into consideration before the interview.

While arranging the meeting for the interview, the interviewee should provide informed consent by accepting the meeting. Then, before the in-person/phone interview, the interviewee should once again provide informed consent.

Note: Informed consent means that the participant is fully aware of the purpose of the interview, Search's confidentiality standards and for what purpose Search will be using the interview results.

INTRODUCTION

Introduce yourself:

Hello. My name is _____. I am conducting a survey for an organization called Search for Common Ground (Search), a non-governmental organization working in conflict transformation on behalf of the European Union for a project implemented by the International Organization for Migration (IOM) named *Secured Cross Border, social economic and commercial activities in the Great Lake Region* along the Bukavu and Rusizi II border.

We are conducting this survey here and in other communities in which we will be implementing the project with the goal of to *increasing the cross border trade and reducing social tension between cross border communities in Rwanda and DRC*.

Participation in the survey is voluntary, the purpose of this research will inform the implementation of the Secure Cross Border social economic and commerce activities in the great lakes region. We do believe you will find this activity interesting and it will give you an opportunity to exchange views on topics you might not necessarily find time to discuss otherwise.

Everything that you say will remain confidential, and we will not collect information that could be used to identify you. I will be taking notes as we speak, to allow us to analyze the data from your responses. However, we won't share these notes with anyone outside of the research team. When we do share information, for example in our report, the feedback will all be anonymous. Your name and identity will never be associated with any information we share.

Participation in this interview is voluntary and if you do not want to answer a question or questions, please let us know. Your answers will be kept confidential. Your names will not be recorded. Our interview will last approximately 40 minutes. We thank you in advance for your participation.

Before we start, do you have any questions to ask?

Consent: Ask the interviewee if s/he agrees to let Search for Common Ground use the information shared to write a report that will influence current and future Search for Common Ground project. (Once you obtain the consent you should proceed, if not, you should stop the interview).

KII QUESTIONS -BORDER OFFICIALS

1. How long have you been a border official? What is your role as an official?
2. In your opinion, which are the necessary conditions that need to be in place to allow a positive projection regarding an increased trade flow?
3. Based on what you see and in your experience as an official, what are the incomes drawn from jobs directly or indirectly linked to cross border trade activities? Are some more jobs more profitable than others? Why?
4. What are the tariff and non-tariff barriers which hinder trade activities in Bukavu and Rusizi? Which are their related risks?
5. In your opinion, how could the current CBT environment be improved? When have you seen trade be successful? What conditions allowed for that success?
6. Are there national and regional regulatory frameworks that are conducive for cross border trade? Do applied practices of traders follow these policies?

7. To what extent do traders have a say in the decision-making around trade policies?
8. What is the trading capacity of cross border traders operating in Rusizi and Bukavu areas who commonly cross the Bukavu/Rusizi II border? Which are the existing traders' skills and level of awareness of policies?
9. How would you describe the specificities of the various marketplaces in Bukavu and Rusizi? This includes providing information on location, traded quantities, types of goods and services etc.
10. What are the informal/secondary routes (other than the formal border crossings) followed by traders?
 - a) Why do they use them?
 - b) What are the benefits and risks involved in following them?
11. Which conditions need to be in place for traders to opt for the formal rather than the informal route?
12. What resources are required and how much does it cost to access trade-enabling services (market information, management trainings, bank services etc.)? From what you know about these services, how long does accessing such services take?
13. Is there a substantial difference between Rwandan and Congolese traders in terms of money and time required to access services?
14. To your knowledge, which are the existing networks/associations/cooperatives in support to cross border traders of Bukavu/Rusizi II?
15. What is their capacity?
16. What is their mission?
17. What are the existing conflicts in Cross Border Trade? (at the border, at the buying and the selling/ market points, with your counterparts)
18. How would you describe these conflicts?
19. What do you think are the causes of these conflicts?
20. How are these conflicts affecting the Cross-border trade?
21. Can you please describe how you solve these conflicts when you have them?
22. What should be done by the border officials and local authorities to prevent these conflicts?
23. Which types of cases of disputes were recently reported and what was their frequency?

KEY INFORMANT INTERVIEW - KEY STAKEHOLDERS

1. In your opinion and given your knowledge and experience with CBT, which are the necessary conditions that need to be in place to allow a positive projection regarding an increased trade flow?
2. Based on what you see and in your experience, what are the incomes drawn from jobs directly or indirectly linked to cross border trade activities? Are some more jobs more profitable than others? Why? Is there any remarkable evolution recorded in one or the other commercial sector?
3. What are the tariff and non-tariff barriers /policies, which hinder trade activities in Bukavu and Rusizi II? Which are their related risks?
4. In your opinion, how could the current CBT environment be improved? When have you seen trade be successful? What conditions allowed for that success?
Which are the opportunities for improvement and strengthening of the current trade environment?

5. Are there national and regional regulatory frameworks that are conducive for cross border trade? Do applied practices of traders follow these policies?
6. To what extent do traders have a say in the decision-making around trade policies?
7. In your opinion, what is the trading capacity of cross border traders operating in Rusizi and Bukavu areas who commonly cross the Bukavu/Rusizi II border? Which are the existing traders' skills and level of awareness of policies?
8. How would you describe the specificities of the various marketplaces in Bukavu and Rusizi II? This includes providing information on location, traded quantities, types of goods and services etc.
9. From what you know or hear of CBT, what are the informal/secondary routes (other than the formal border crossings) followed by traders?
 - a. Why do they use them?
 - b. What are the benefits and risks involved in following them?
10. Which conditions need to be in place for traders to opt for the formal rather than the informal route?
11. What resources are required and how much does it cost to access trade-enabling services (market information, management trainings, bank services etc.)? From what you know about these services, how long does accessing such services take?
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14. What are the existing conflicts in Cross Border Trade? (at the border, at the buying and the selling/ market points, with your counterparts)
 - a. How would you describe these conflicts?
 - b. What do you think are the causes of these conflicts?
 - c. How are these conflicts affecting the Cross-border trade?
 - d. Can you please describe how you solve these conflicts when you have them?
 - e. What should be done by the border officials and local authorities to prevent these conflicts?

QUESTIONS FOR APPRECIATIVE INQUIRY (AI)

Discovery

1. What do you love most about CBT? Which are the necessary conditions that need to be in place to allow a positive CBT?
2. What do you consider some of the most significant trends, events, and developments shaping the future of cross border trade in this community?
3. As a key stakeholder for CBT, there are inevitably high points and low points, successes and frustrations. What stands out for you as a high point when you were part of cross border trade here?
 - Please describe what happened and who was involved.
 - What difference were you able to make working together?
 - Which of your strengths and talents were called upon?
 - What contributed most to the success of the effort?
 - What did you learn about cross border trade?
4. Describe a time when you were part of or observed an extraordinary display of cooperation between diverse organizations or groups in cross border trade. What made that cooperation possible? Who/what was involved?

Dream:

Imagine a time in the future when people look to key stakeholders as an exceptional example of a thriving cross border trade.

1. In this exciting future, what roles do key stakeholders play?
2. What do you consider some of the most significant trends, events, and developments shaping the future of cross border trade in this community?
3. What kinds of systems and structures are most encouraging for cross border trade?
4. Is there the potential of job creation along the project's implementation period and beyond -in particular for women and youth?

Design:

1. What are the areas where you feel key stakeholders like yourselves could have the most impact on improving the quality of cross border trade in the community?
2. As you reflect on successful initiatives or moments where trading went smoothly, what stands out as being exceptionally promising in expanding cross border trade and why?

Destiny:

1. If you could transform cross-border trade environment in any way you wish, what would it look like and what three things would you do? What does this require and who is involved?
2. What small changes/capacity building could we as stakeholders make right now that would really encourage improvement to cross border trade practices?
3. Which are the opportunities for peaceful collaboration and synergies across space and actors?
4. How would you like to be involved in improving cross border trade here?

9.3 FOCUS GROUP DISCUSSIONS (FGD) GUIDE

This tool should be used during small group discussions. The team should assure participants that all information shared within the discussion will remain confidential; if the team takes down notes, they will not have any information identifying or associating individuals with responses. Some of these questions are sensitive. You should take all potential ethical concerns into consideration before the discussion, considering the safety of respondents, ensuring that all participants agree that no information shared in the discussion will be divulged outside the group, and obtaining informed consent from participants. The group should be made of like members should not include more than 8 to 10 participants and should not last more than two hours.

To increase acceptance and ensure that participants are not the targets of community suspicion, threats or violence:

1. *If you do not feel it is safe to have this discussion, or that it may cause risk for staff or participants, do not proceed.*
2. *Before mobilizing participants, meet with community leaders and/or local government to explain the purpose of the assessment visit – to better understand the health and safety concerns affecting the participants – and the presence of the assessment team in the community.*
3. *Where possible, link with a range of local key leaders – formal and informal – during participant mobilization. Leaders should not be present in groups discussion to ensure that participants feel free to speak openly.*

INTRODUCTION

Introduce yourself:

Hello. My name is _____. I am conducting a survey for an organization called Search for Common Ground (Search), a non-governmental organization working in conflict transformation on behalf of the European Union for a project implemented by the International Organization for Migration (IOM) named *Secured Cross Border, social economic and commercial activities in the Great Lake Region* along the Bukavu and Rusizi II border.

Participation in the survey is voluntary, the purpose of this research will inform the implementation of the project. We do believe you will find this activity interesting and it will give you an opportunity to exchange views on topics you might not necessarily find time to discuss otherwise.

Everything that you say will remain confidential, and we will not collect information that could be used to identify you. I will be taking notes as we speak, to allow us to analyze the data from your responses. However, we won't share these notes with anyone outside of the research team. When we do share information, for example in our report, the feedback will all be anonymous.

Your name and identity will never be associated with any information we share.

The focus group should not last more than 1 hour, and you are free to leave at any point should you feel uncomfortable with any of the questions. It is important to make sure we hear what all participants want to say, therefore we hope you can stay for the whole discussion. What I'm looking for today is a discussion. There are no right or wrong answers. I won't be offended if you say negative things. I just want your honest opinion. I also don't want you to feel like you must direct all your comments to me. If anyone says something you disagree with, I want you to feel free to speak up. Our goal is to have a discussion with lots of different opinions. I also want you to speak up, even if you think you are the only person at the table who has that opinion. But, also if you don't have an opinion on something, I want you to feel free to say that too.

I do want to hear from everyone. If I notice that you're being quiet, I will call on you. To cover everything, I might have to interrupt you and move on to the next topic, or make sure that someone else gets a chance to talk in the short time we're together. So that I can make sure to take good notes, please speak one at a time and avoid side conversations because it is really hard to listen to everyone's voices at once.

The information you provide us will be used to improve programs in this area or similar communities. We thank you in advance for your participation.

Before we start, do you have any questions to ask?

Consent: Ask everyone to raise their hand if they agree to let Search for Common Ground use the information they share to write a report that will influence current and future Search for Common Ground project? (Anyone that does not raise their hand should be asked to leave).

FOCUS GROUP DISCUSSION QUESTIONS: CROSS BORDER AND NON CROSS BORDER TRADERS

1. How would you describe trade at the border?
 - a. Which products seem to be most valuable or bring the most benefits?
 - b. Do you think this product(s) is considered more valuable during certain times of the year?
2. In your opinion, what are the factors that contribute to making this product(s) more valuable or increase in sales during a certain time of the year? What are they?

3. According to you, what should be in place to improve the commercial flow in CBT at this border?
4. To what extent traders are consulted in decision-making around trade policies on CBT?
 - What are they consulted about?
 - When are traders consulted?
5. Based on your understanding of CBT, what are the main gaps in financial and business management for traders?
6. How would you describe the gaps and opportunities in empowering traders to improve their revenue and support their job?
7. Would you describe the current trading conditions on Bubaku/ Rusizi II border? What are the challenges facing women involved in cross-border trader?
8. Have you ever heard of people using unauthorised routes other than formal ones?
 - a. According to you, why do you think some traders use these routes?
 - b. What are the benefits attached to using unauthorised routes?
 - c. What are the risks attached to using them?
9. Have you heard of any minimum quality standards of traded products applied in each country?
 - a. To what extent are they the same/different?
10. Are there any (voluntary) certification schemes in the two countries? If yes, which ones?
 - i. In your opinion, do producers and traders prefer them or not? If so, why are they preferred/ why not?
11. What main conflicts do you see or hear about regarding trade? (at the border, at the buying and the selling/ market points)
 - a. How would you describe these conflicts? What are the push and pull factors?
 - b. What do you think are the causes of these conflicts?
 - c. Can you please describe from what you know or have heard about CBT, how these conflicts are typically solved?
 - d. What are the risks related to the intervention and how it can positively or negatively impact these conflict dynamics?
 - e. Which are the opportunities for peaceful collaboration and synergies across space and actors?
12. To what extent do traders have a say in the decision-making around trade policies?
13. How would you describe the specificities of the various marketplaces in Bukavu and Rusizi? This includes providing information on location, traded quantities, types of goods and services etc.
14. To your knowledge, which are the existing networks/associations/cooperatives in support to cross border traders of Bukavu/ Rusizi II?
 - a. What is their capacity?
 - b. What is their mission?