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Zambia's Initiatives in the use of Information, Communication and Technology (ICTs) in facilitating movement of people

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Contents

DOI's Mission Statement

Why facilitate movements

Computerization Background

e-Visa

CIS Project

Border Pass

OSBPs



DOI Mission Statement

“To facilitate and regulate the movement of persons entering and leaving the country and control the stay of immigrants and visitors, in order to contribute to internal security and sustainable socio-economic development”.



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Why facilitate movements

- Boost trade, commerce and tourism
- Facilitate labour mobility, knowledge and skills transfer
- Promote social integration
- Foster a comprehensive approach to border management.





Computerization Background

- In 2005 one of the identified hindrances to doing business in Zambia was ‘the immigration hassle factor’. DOI operated a 99 % manual.
- In 2006, DOI streamlined its processes for permits, visas and passenger procedures at the entry points to enhance service delivery
- Introduction of the Zambia Immigration Management System (ZIMS) which continued through a series of multiple upgrades, with a major enhancement by the introduction of the **e-Visa in 2015**, [online payment module added on 22nd March, 2018]





e-Visa

Zambia's Visa Regime



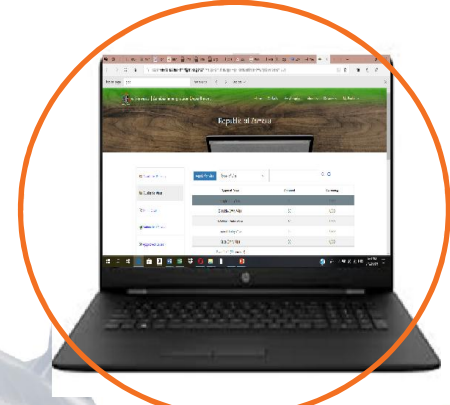
Visa Free



(VOA)



Missions
Abroad



e-Visa





e-Visa

About e-Visa

- e-Visa is the acquisition of visa authority using the virtual environment.
- Visa types offered by the e-Visa (Multiple, Double, Single, KAZA, Transit).
- Any nationality that requires a visa can use the e-Visa facility.





e-Visa

Advantages

- Reduced visa processing time of around 3 and 5 days, depending on the visa
- Reduced cost of doing business
- Reduced border clearance time for those with pre-approved visas
- Can reach out to more people all over the world

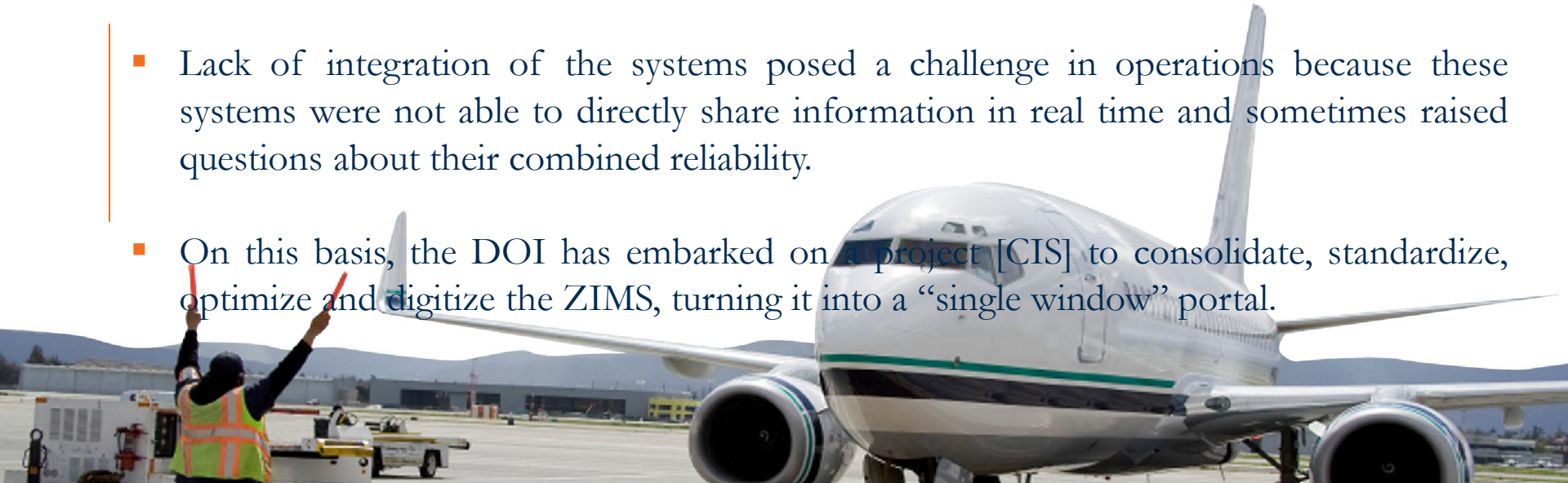




CIS Project

Rationale

- Even after this enhancement to ZIMS & e-Visa, the DOI still operated a partially manual and partially automated system, hampering efficient delivery of service.
- Lack of integration of the systems posed a challenge in operations because these systems were not able to directly share information in real time and sometimes raised questions about their combined reliability.
- On this basis, the DOI has embarked on a project [CIS] to consolidate, standardize, optimize and digitize the ZIMS, turning it into a “single window” portal.





CIS Project

The Upgrade introduces immigration cloud, digital payments, digital printing, enhanced border module and file digitization.

1 Immigration Cloud

- Online portal for e-filing, status update & messaging.
- Interagency data exchange.

2 Digital payments

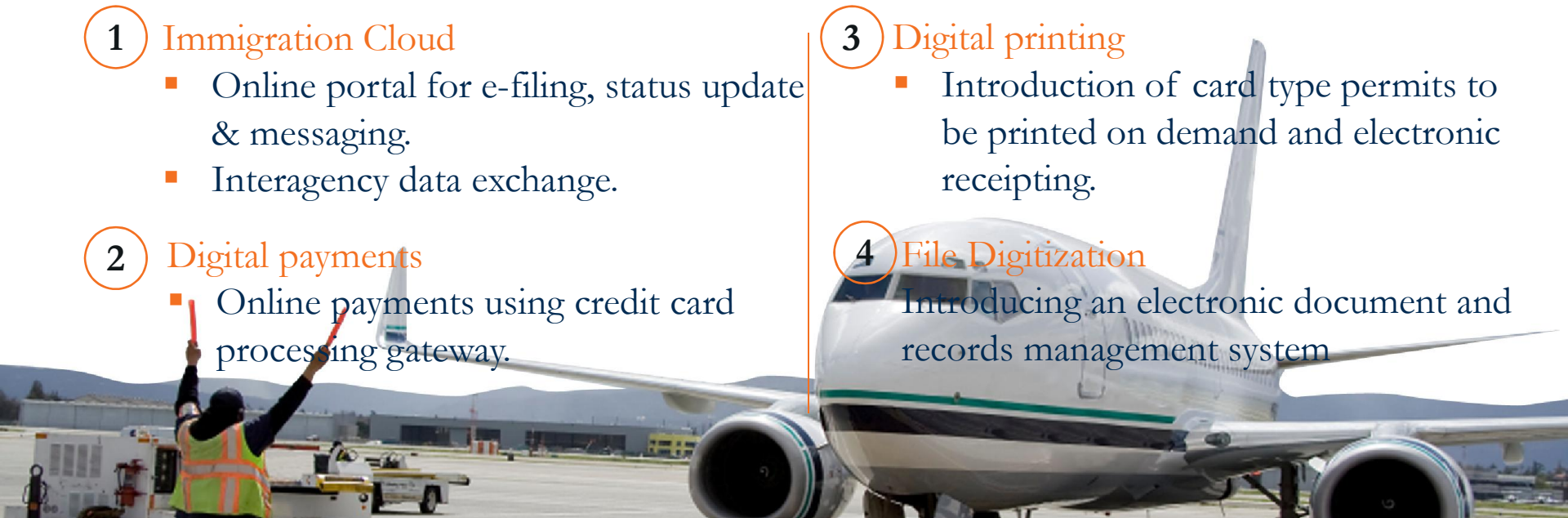
- Online payments using credit card processing gateway.

3 Digital printing

- Introduction of card type permits to be printed on demand and electronic receipting.

4 File Digitization

- Introducing an electronic document and records management system





Border Passes

- The Border Pass was introduced to facilitate the movement of citizens who do not hold passports and reside around prescribed areas where Zambia and another country share borders.
- The Border Pass is valid for a period of one (1) month and allows the holder to travel at least to the nearest border town.





OSBPs

- Establishment of One-Stop Border Posts [OSBPs] in order to facilitate movement of people, goods and services.
- Started with Chirundu OSBP [Zambia and Zimbabwe]
- Nakonde - Tunduma OSBP [Zambia and Tanzania]
- Others to be established with Congo, Mozambique, Botswana, Malawi etc.





OSBPs

Benefits

- Efficient borders
- Promotion of economic competitiveness
- Improved border security
- Better utilization of resources by border agencies
- Promotion of better international relations
- Improved employee motivation [better facilities]
- Better environment for increased use of ICT and faster processing
- Improved traffic flow
- Improved border infrastructure
- Increased transparency
- Reduction in delays at borders and in operating costs
- Predictability of border and transit procedures
- Faster processing of documents and travelers
- Predictable, simplified, and harmonized procedures





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