



MADARAKA EXPRESS FREIGHT SERVICES FREQUENTLY ASKED QUESTIONS

1. What are the benefits of and procedure for AEO certification for interested parties?

AEO certification allows the cargo owners/agents to do self-clearance of their cargo at their earliest convenience.

Application for certification is done to the Commissioner of Customs – KRA.

The contacts for the focal persons are:

2. How efficient is the clearance process at ICDN?

There is a one stop center established at ICDN to make services offered by all Partner Government Agencies efficient, reliable and accessible to all.

3. What mitigation measures are in place to address the issues of delays on delivery of cargo for containers that are termed as overloaded that require pairing for balancing

Mechanisms are being put in place to minimize delays and address issues of imbalances, weight variations and overloading that causes damage to containers which include procurement of imbalance detection devices on the equipment used for loading of containers.

4. What is the procedure for pre-arrival clearance of cargo?

Shipping lines should submit manifests prior to vessel arrival in order to have the process initiated and clearance done within the projected 6 hour period.

5. What is the procedure of nomination of Cargo to ICDN?

Cargo owners are advised to self-nominate ICDN as final place of delivery.

6. What is the procedure of handling Last/first mile connectivity?

Currently, first and last mile connectivity is being handled by the cargo owner to the Port and from ICDN respectively. However, consultations are in place to have registered transporters who shall offer the last mile connectivity solutions to clients at market rates as part of the transportation package.

7. What is the ICD Code at Embakasi for cargo railed by SGR? Is it ICDN or ICDE EKT

CODE: KEEMK



8. What is the tariff promotional period?

The promotional period was granted for three months from January 4th 2018 to April 4th 2018. The review of the same was subject to commitment of stakeholders with a request for the same made to the Ministry for review and extension.

9. Shall there be concessions on free period for the industry players intending to use SGR?

Efficiencies in the system reduce the need for storage and free periods that require concessions. The free period at the Port is currently 4 days for the Port and 11 days at ICDN.

10. What is the procedure for Leasing of railway sidings in Industrial Area

KR is to come up with a Procedure that will be used and the same will be made known to all players.

A Directive has been given by KR Management to stop leasing of sidings and an inventory of all leased siding is being taken to inform the decision of management on leasing.

11. What plans are in place to make use of the level Crossings along the line?

Temporary solution to be put in place to help reduce congestion on the road putting into consideration the request to have land available to remove the congestion of the trucks from the road.

12. What Dispute Settlement Mechanisms are in place to deal with issues that may arise during handling of cargo?

KPA has internal mechanisms in place to deal with any disputes. Further, KMA has been co-opted to assist in dispute resolution for matters that are beyond KPA mandate.

13. What is the procedure for handling of bulk cargo?

-A facility at the Nairobi Freight Terminal (NFT) has been set up at 4 Kms from ICDN to handle non- conventional bulk cargo

-Further a location, in Athi River, is to be established to handle dirty bulk cargo e.g clinker and fertilizer

-With the completion of SGR Phase 2 A, Special Economic Zone in Mai Mahiu is to be established to handle the bulk cargo beyond Nairobi when the line is extended from Nairobi.

14. What is the procedure of management of empty containers?

Agreement to have all empties handled by shipping lines.



15. There have been concerns of double handling charges from KPA and KR. What shall be done to mitigate this?

Handling charges are paid once only at ICD. Rebates were given on the same at the following rates:

20FT - USD 80 from USD 173

40FT - USD 120 from USD 220

16. What is the procedure for cancellation of bonds by cargo owners and refunds by shipping lines?

This will be handled by shipping lines

17. What are the Port operational hours?

Both Mombasa Port and ICD operate 24 HOURS with fully operational staff from all sectors, including customs

Customer care desk has been set up at ICD Nairobi with officers who can be reached for any inquiries.

18. What is being done to address the issue of mark ups by shipping lines?

This issue is being addressed with KSAA and KMA to deal with the shipping lines overpricing

19. What is the timeframe for application approval by KRA for AEO certification?

The average timeframe is 1 week from the time of application, to allow for verification and to allow the know your customer (KYC) procedure to be undertaken.

20. What measures are in place to address the issue of value mismatch with ICMS?

Voluntary compliance rectifies the issues immediately. It should be noted that it is an offence if discovered by customs

Transporters rates based on tonnage with rate for loose cargo to be cleared at ICD

21. What options are available for credit facilities to customers by KPA?

KPA encourages account opening by the business community through the ICD manager

Credit terms can be discussed with individual owners based on accounts with KPA

CONTACT PERSONS ARE:

Mr. Symon Wahome

Head – Inland Container Depots

Email: swahome@kpa.co.ke



Application for ICD clearance being rejected by shipping lines

Shipping lines charges and other issues are being addressed in consultation with KSAA and the same shall be streamlined

Promotional rates – additional costs make it uncompetitive with road transport

Rebates given on the rates by KPA as well as the promotional rates by KR make the rates competitive.

Road transporters also given the opportunity to partner in last and first mile connectivity arrangements.

22. Can there be an information sharing portal for containers received at ICD?

The same can be done through the Customer Care desk at ICDN and is now accessible on the KR website at www.krc.co.ke

Inquiries can be made to the following focal persons:

KPA

Mr. Edward Opiyo - eopiyo@kpa.co.ke

KRC

Mr. Sammy Gachuhi – sgachuhi@krc.co.ke

23. What are the benefits available for forwarders to promote SGR?

- There are various Concessions with the implementation of the promotional rate
- Track route and determine prices for movement of cargo from Vessel to -Port Reitz onto SGR for railage to-ICD- return/railed back of empty to Port-and loading onto Vessel.