

<b>REPUBLIKA Y'U RWANDA</b>  <b>REPUBLIC OF RWANDA</b>	 <b>RICA</b> Rwanda Inspectorate, Competition and Consumer Protection Authority
<b>TITLE: IMPORT INSPECTION PROCEDURE FOR GENERAL CARGO</b>	<b>ID: IIU/PRO/001</b>

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Controlled

## 1. RECORD OF CHANGES AND DISTRIBUTION

### 1.1. Record of changes

Copies of this procedure are controlled in their entirety including updates and revisions as per Document Control Procedure, DGO/PRO/001.

### 1.2. Distribution

The controlled versions of this procedure are distributed as per Document Control Procedure, DGO/PRO/001. The obsolete versions are kept in accordance with Document Control Procedure, DGO/PRO/001.

## 2. PURPOSE

This operating procedure outlines the process of inspecting all imported general goods that fall under RICA mandate, to ensure that sub-standard and /or banned products do not enter into the Rwandan market.

## 3. SCOPE

- 3.1. This operating procedure covers the activities of inspection of imported general goods that fall under RICA mandate, at all entry posts and ports on the Rwandan territory.
- 3.2. This operating procedure does not cover the inspection of diplomatic cargo, security hardware and software and transit goods.

## 4. TERMINOLOGY

### 4.1. Terms & Definitions

- 4.1.1. **Authorized representative** – importer or any person other than the customs agent, working for and sent officially by the importer to clear imported goods in customs.
- 4.1.2. **Cargo inspector** - an official employed to conduct inspection of imported cargo.
- 4.1.3. **General goods/cargo** – Goods/cargo other than those that are governed by sanitary and phytosanitary measures.
- 4.1.4. **Inspection** - examination of a product, process, service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements.
- 4.1.5. **Procedure** - Specified way to carry out an activity or process.

- 4.1.6. **QUASAS** - RICA staff who is in charge of ensuring the establishment, implementation, maintenance and improvement of RICA management system.
- 4.1.7. **Importer** - The party bringing goods into Rwandan territory from an external source.
- 4.1.8. **Release under seal** - a conditional release where an importer is allowed to take goods to his/her own premise for further inspection process.

## 4.2. Abbreviations & Acronyms

- 4.2.1. **RICA** - Rwanda Inspectorate, Competition & Consumer Protection Authority
- 4.2.2. **IIU** - Import Inspection Unit
- 4.2.3. **D/IIU** - Director of Import Inspection Unit
- 4.2.4. **QUASAS** - Quality Systems & Accreditation Specialist
- 4.2.5. **REMA** - Rwanda Environmental Management Authority
- 4.2.6. **ReSW** - Rwanda Electronic Single Window
- 4.2.7. **STP** - Single Transaction Portal

## 5. REFERENCES

- 5.1. Law N° 31/2017 of 25/07/2017 establishing Rwanda Inspectorate, Competition and Consumer Protection Authority and determining its mission, organization and functioning.
- 5.2. Law N° 36/2012 of 21/09/2012 relating to Competition and Consumer Protection
- 5.3. RS ISO 9000:2015, Quality management system - Fundamentals and vocabulary.
- 5.4. RS ISO 9001:2015, Quality management system - Requirements
- 5.5. ISO/IEC 17020:2012, Conformity assessment – Requirements for the operation of various types of bodies performing inspection

## 6. RESPONSIBILITIES

- 6.1. Top management provides resources for smooth implementation of this procedure.
- 6.2. This operating procedure will be undertaken and implemented by all Imports Quality Inspectors in Import inspection Unit based at all entry points officially recognized by RICA.

- 6.3. The implementation of this procedure is supervised by Senior Inspectors and the D/IIU.
- 6.4. This procedure is approved by D/IIU
- 6.5. Any change to this procedure shall be authorized by D/IIU.
- 6.6. The importer declares all imported products

## 7. PROCEDURE DETAILS

- 7.1. In general considerations, the output of registration and licensing process becomes the input of import inspection process while the output of Import inspection process becomes the inputs of industry and market inspection process.
- 7.2. Before placing an order for goods to be imported, the importer applies for import permit using the Application Form for Import Permit for General Goods, IIU/FRM/007 via [importapplications@rica.gov.rw](mailto:importapplications@rica.gov.rw), where an import permit is required. Upon approval of the request, the Import permit is processed using the Import Permit for General Goods, IIU/FRM/004. The list of goods that require import permit is established and published on RICA website
- 7.3. This permit is valid for six months from the date of issue but may be cancelled at any time by the issuing authority if the permit holder violates the conditions on which the permit was issued or in any case issuing authority finds necessary but always with clear justification.
- 7.4. On receipt of the customs reference number of the customs declaration form, the Cargo inspector enters his/her credentials in [ReSW](#)/STP system depending on his/her access and proceeds with quality documents verification where applicable (quality certificate, import permit, quality mark license, type approval and any other relevant document).
- 7.5. For any importation that requires import permit, the inspector records the imported quantity as per the Import Permit Monitoring Register, IIU/RGT/002.
- 7.6. The Cargo inspector in consultation with the importer or his/her Customs agent arranges for physical verification/inspection of the goods at the earliest opportunity.
- 7.7. During verification/inspection, the inspector inspects the consignment of goods in accordance with the relevant/applicable Rwanda standard and/or statutory and regulatory requirements using the Quality Inspection Checklist, IIU/FRM/026 and fills the Import Inspection Report Form, IIU/FRM/002.
- 7.8. Where goods comply with relevant Rwanda Standard and/or statutory and regulatory requirements, the Cargo inspector clicks on RICA administration lane in [ReSW](#)/STP and writes a statement on the status of conformity from which he/she bases his/her judgment on compliance of goods to reroute the

consignment from red, yellow or blue (according to the product's selectivity in terms of risk level) to green. Thereafter, the inspector shares the inspection report with the Importer or his/her representative.

- 7.9. If the Cargo inspector is not satisfied with the quality of goods or where there is high suspicion of non-conformity the inspector collects representative sample(s) for testing or further verification from the consignment in the presence of the importer or his/her representative. However, the Cargo inspector can collect a control sample for further checks even if there is no suspicion.
- 7.10. Where a sample is collected, a Sample Collection Form, DGO/FRM/003 is filled and signed by both inspector(s) and importer or his/her representative. The importer or his / her representative is issued with a copy of signed form.
- 7.11. The inspector transmits the signed sample collection form to the staff in charge of sample recording, who in turn records the sample in the Samples Register, DGO/RGT/003.
- 7.12. When the sample is taken for testing, then it is submitted to a designated laboratory by filling the sample submission form as per testing laboratory procedure.
- 7.13. When the results of a control sample are negative after the goods were already taken by the importer for selling or use, RICA through IIU will initiate the products recall and this is done at importer's cost, where the Product Recall Report Form, DGO/FRM/012 will be filled.
- 7.14. In circumstances whereby, thorough inspection is not possible, the inspector grants under seal release to the consignment and Goods Released Under Seal Report Form, IIU/FRM/003 is filled and duly signed by the inspector and the importer or his/her representative. In this case, the inspector writes the reason behind the under-seal release in [ReSW](#)/STP RICA lane and reroute the consignment to blue.
- 7.15. The inspector in 7.14 records it using the Goods Released Under Seal Register, IIU/RGT/001.
- 7.16. The release under seal is granted also when the concerned importer benefits from a special RRA regime enabling him/her to convey his products from the country of origin to his/her premise(s) without having to go through warehousing at entry points for Customs processes.
- 7.17. Thereafter, a field visit is organized for such consignments to be inspected at owner's premise(s). Such inspection is recorded using the Outside Inspection Report Form, IIU/FRM/006. The inspector who conducted the outside inspection updates the Goods Released Under Seal Register, IIU/RGT/001 accordingly.

- 7.18. When it is deemed necessary an inspector warns an importer for more focus on quality in the next importation(s) and fills the Non-Compliance Warning Form, DGO/FRM/007.
- 7.19. This time, the inspector in 7.18 records the issued warning using Warnings Register, DGO/RGT/008.
- 7.20. Goods/products found not complying with the requirements of Rwanda standards and/or statutory and regulatory requirements are rejected and detained pending disposal, rework or reshipment to the country of origin.
- In this case, the inspector consults the direct supervisor and fills the Goods Rejection Form, DGO/FRM/002 which is counter signed by the importer or his/her Authorized representative. Thereafter, the inspector writes that decision in [ReSW](#)/STP.
- 7.21. The inspector transmits the signed goods rejection form to the staff in charge of follow up of rejected goods who in turn records the rejected goods using the Goods Rejection Register, DGO/RGT/007.
- 7.22. After rejection, the inspector takes a decision of destruction basing on the nature of goods and identified noncompliance. However, the importer may suggest to re-ship to the country of origin or rework the rejected goods when these goods cannot cause danger and when he/she is showing ability (resources, authorization from manufacturer, ...) for reworking, all at his/her own cost.
- 7.23. The destruction process is authorized by [REMA](#) and carried out at owner's expenses in witness of RICA. The inspector keeps records of the destruction by filling the Goods Destruction Form, DGO/FRM/004.
- 7.24. In case of re-work/treat, where applicable, the Goods Rework Report Form, DGO/FRM/036 is filled.
- 7.25. The reshipment is authorized by RRA and witnessed by RICA where necessary by filling the Goods Reshipment Report Form, IIU/FRM/008.
- 7.26. The re-work of processed products is authorized by the product manufacturer and is witnessed by RICA where the Goods Re-work Report Form, DGO/FRM/036 is filled.
- 7.27. In all above scenarios, meaning 7.23., 7.24., 7.25. and 7.26. RICA witnesses the process
- 7.28. For any decision other than normal release, the team in charge of following up the ongoing implementation of inspection related decisions, conducts the follow up and compiles a report as per the Narrative Inspection Report Format, DGO/FRM/073 which is submitted to the respective head of operational level in not later than the following working day.

- 7.29. For any completed decision implementation, the staff in 7.27 updates the relevant register accordingly.
- 7.30. Consignments of diplomatic goods, national security goods, personnel effects and goods for temporary importation are normally released in [ReSW](#)/STP without inspection.
- 7.31. Inspectors report daily the inspection made using the Daily Flash Report Form, IIU/DFR/001.

## 8. IMPARTIALITY, CONFIDENTIALITY, COMPLAINTS AND APPEALS

[Impartiality, complaints and appeals handling](#) processes are detailed in their respective procedures whereas the confidentiality safeguard is guided by the [Policy statement on confidentiality](#), DGO/POL/003.

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