TUNISIA
CUSTOMS INFORMATION

The following information on the customs processes for importing humanitarian aid into Tunisia was obtained from government offices and humanitarian organisations. Although all efforts have been made to ensure that the content of this brief is accurate, it is always recommended to seek the direct advice of the Direction Générale des Douanes for up-to-date information. Amendments to this brief will be made as new information becomes available.

General
All humanitarian items are free of customs charges. The packing list and the waybill must be marked: “Don au profit des migrants depuis la libye.” There have been no issues with importing any humanitarian goods into Tunisia to date, with the exception of vehicles and telecommunications equipment, which are causing some difficulties.

Registration
- Humanitarian organizations which are not registered in Tunisia must import their materials under the name of a registered partner organization, and provide a Certificate of Donation signing the goods over to this partner. The process of registration for humanitarian organizations can take over a year.

Djerba Airport – Tunisia
- In response to the emergency, the customs office has an official present at all times at Djerba airport, located in the international arrivals terminal. Contact: Captain Anis +216 98 430 841.
- Handling is conducted only by Tunisair. The head of the unit is Tirf Antan Kamel +216 97 444 665/71 94 21 34 – Fax +216 71 94 21 88/71 94 25 55.
- An extra charge of 15% will apply for night flights and Sunday offloading. The office is open from 0800 hrs to 1700 hrs.
- There is currently one available clearing agent: Fast Agency, email contact: ops@fastunisia.com or call Bassem Barrak +216 24 92 24 92 or +216 99 29 39 39.

Zarzis Port - Tunisia
- The director of customs at Zarzis Port is Capitaine Chokri Douihech. Tel: +216 75 694 257; +216 88 233 784. Fax: +216 75 694 259.
- A list of transporters, freight forwarders and stevedoring companies for Zarzis is available at www.logcluster.org/ops/northafrica.
- The port of Zarzis has 1,400 m² of covered bonded warehousing space available and 1 hectare of uncovered bonded warehouse space appropriate for goods intended as prepositioning for Libya.

http://www.logcluster.org/ops/lby11a
Sfax Port - Tunisia

- Director of customs at Sfax Port is Colonel Istabrak Hdiji. Tel +216 74 225 319. Fax +216 74 211 052.
- A list of transporters and freight forwarders is available: www.logcluster.org/ops/northafrica.

Telecommunications Equipment

- The regular procedure to import telecommunications equipment is the following: A Note Verbale to the Ministry of Foreign Affairs, following which the request goes to the Ministry of Industry and Technology, then to the ANF (Agence Nationale des Fréquences). A bill must then be paid in order to get authorization to withdraw samples of the equipment (one of each piece of equipment, at a cost of over US$ 200 per item), which must then be taken to CERT (the Centre d’Etudes et de Recherche des Télécommunications) in order to get technical certification. Once the samples are certified, the certificate must be presented to the ANF, which gives the final authorization to withdraw the equipment.

Vehicles

- Vehicles imported on a temporary basis can be brought in on the passport of an international staff member and authorization approved for several drivers as long as they are non-Tunisian residents and work for a UN agency. A UN agency must communicate by official letter the passport numbers of the people they wish to register to drive the vehicle. An alternative is to register an official letter in the name of the Directeur Général des Douanes to request a dispensation. If kept informed, the Logistics Support Unit of OCHA can try to ensure that a response is obtained in a timely fashion, and can also communicate the documents to the World Customs Organization to speed up the process. For NGOs working with a UN organization, the same process can be used if they provide a letter of guarantee from one of the UN agencies established in Tunisia (for example WHO or UNDP). Discussions are underway to try and obtain a waiver on the import of vehicles by humanitarian organizations. For assistance from OCHA, you can contact: Virginie Bohl, bohl@un.org.

Medicines

- For medicines, the normal process is to obtain the agreement from MoFA and a pharmacie centrale stamp. An alternative option is to include a gift certificate to the TRC/packing list/value attestation and AWB/BL marked “Don au profit des migrants de la Libye.”

Exporting Items from Tunisia to Libya

In Tunisia, only goods produced in Maghreb countries are allowed to be exported to neighbouring countries. This allows the central bank to track fund repatriation. The following are two possible ways that organisations may consider exporting to Libya items that were previously imported into Tunisia:

Option 1:

1. Obtain a customs code.
2. Request a "dispense de titre de commerce exterieur" from the central customs office in Tunis.
3. Obtain a stamp from the Central Bank.
4. Then process the customs clearance under the customs code "93."

http://www.logcluster.org/ops/lby11a
Option 2:
1. The best option for pre-positioning for Libya appears to be to use Zarzis Free Zone.
2. You can process the customs clearance at any time to operate in Tunisia. It takes maximum half a day to have goods released.
3. In order to do this, your organisation must be recognized and registered as economic operator. There may also be a problem if the consignee is not a recognized organisation in Tunisia. It may be possible to contract a private company linked to registered operators.
4. For further information on the free zone, consult: www.zfzarzis.com.tn

Further information and contacts can be found at: www.douanes.gov.tn.