
River Transport Services

OVERVIEW

This document provides an overview of the river transport services facilitated by the Logistics Cluster, how humanitarian actors responding to the crisis in South Sudan may access them, and the conditions under which these services are to be provided.

The objective of the river transport services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to affected populations. These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and to provide a last resort option in case other service providers are not available.

The Logistics Cluster in South Sudan will continue to drive efficiency in its current operations and to invest in projects to better support organisations utilising its logistics services. A 2019 priority for the Logistics Cluster is to expand its river operations to reduce the costly reliance on air transport and capitalize on the current situation which allows for more access to remote locations. The Logistics Cluster plans to follow on the success of WFP, which is currently moving large amounts of food commodities through the country's river networks, by offering free-to-user river transport for Non-Food Items (NFIs) to locations along the Nile and Sobat Rivers using both barges and boats.

These services are planned to be available until 31 December 2019, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the [South Sudan Operations page](#) and shared via the mailing list.

All UN agencies, international humanitarian organisations, and international or national Non-Governmental Organisations (NGOs) registered and operating in South Sudan are eligible to use these services ("Service Users").

BARGE OPERATIONS

- The Logistics Cluster has historically offered barge transport services from Bor to Malakal and Melut. In 2019, the locations will be expanded to include Kodok, New Fangak and Tonga. Loading is to take place in either Bor or Malakal for these locations. The cluster anticipates barges will depart Bor/Malakal every 6 weeks to 2 months and travel north with available stops at each location.
- The Logistics Cluster urges all humanitarian organisations to utilize the barge for pre-positioning cargo in the above locations. The Logistics Cluster will only operate flights to Kodok, Melut, New Fangak, or Tonga in cases of extreme life-saving emergency response, meaning all other cargo is to be transported by river. Organisations are encouraged to plan ahead, pre-position cargo, and avoid stock-outs. Should additional storage be required in these destinations, the Logistics Cluster can support the humanitarian community by providing Mobile Storage Units (MSUs) for common storage. Priority will be given to organisations willing to manage MSUs as common storage facilities versus individual use especially in the Inter-Cluster Working Group (ICWG) prioritised areas for interventions.
- Proposed Barge Route based on organisation needs and received requests:
 - Bor—Tonga—New Fangak—Malakal—Kodok—Melut

<https://logcluster.org/ops/ssd11a>

BOAT OPERATIONS

- The Logistics Cluster is expanding its river operations by offering free-to-user transport for NFIs on small boats ex-Malakal. Following an analysis of needs and financial requirements, the below routes and frequencies of trips have been determined. If any additional routes or destinations become available, the Logistics Cluster will inform organisations via coordination meetings, transport plans posted on the website, and announcements through the mailing list. The Logistics Cluster is responsible for loading the boats in Malakal, but individual organisations are responsible for offloading and storage in the final destination. Should organisations require more storage facilities, the cluster can support with providing MSUs for common storage as per the above.
- The Logistics Cluster is also exploring options for free-to-user transport for NFIs on boats ex-Bor and will update this SOPs and inform organisations of future offerings.

Route	Stops	Frequency
Northern Route	Malakal—Kodok—Melut	Monthly
Extended Northern Route	Northern Route stops, plus Kaka—Wadakona—Renk	Ad hoc basis by request, not to exceed Quarterly
Southern Route	Malakal—Atar 3/Diel— New Fangak— Tonga	Quarterly
Sobat River Route	Malakal—Khorfulus (other locations by request)	Quarterly

- See map of routes in Annex 1.
- More locations may become available based on demand. Contact the Logistics Cluster for enquiries.

HOW TO ACCESS THE RIVER TRANSPORT SERVICES

- Service Users are required to submit a completed [Logistics Cluster Service Request Form \(SRF\)](#) to the Logistics Cluster to formally request transport services. SRF(s) must be sent in a Microsoft Excel file copy, from an agency contact point to: southsudan.clustercargo@wfp.org; emails sent from a known user will be considered as being signed by the sending agency.
- A single SRF for the River Transport Service can have only:
 - One location where the cargo will be handed over for service(s) to begin (in the “FROM” field)
 - One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
 - One location where the cargo will be handed back when service(s) end (in the “TO” field)

NOTE: [Instructions for filling out the SRF](#) and other helpful information, including weekly and monthly transport schedules, can be found on the [Logistics Cluster website](#). Organisations may also request individual SRF trainings from the Logistics Cluster if needed.

- The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either: request additional clarification or corrections to the SRF; or register the SRF and provide the organisation with a registration number.
- The Logistics Cluster will collect all requests and coordinate with organisations on schedules and departure dates. Organisations are responsible for pre-positioning their cargo in the appropriate location when the Logistics Cluster calls the cargo forward for the river trips. For ex-Bor river transport, the pre-positioning location is the WFP Riverside Warehouse

<https://logcluster.org/ops/ssd11a>

compound located south of Bor on the Juba-Bor road. For ex-Malakal river transport, cargo should be pre-positioned in the Logistics Cluster Malakal common storage warehouses.

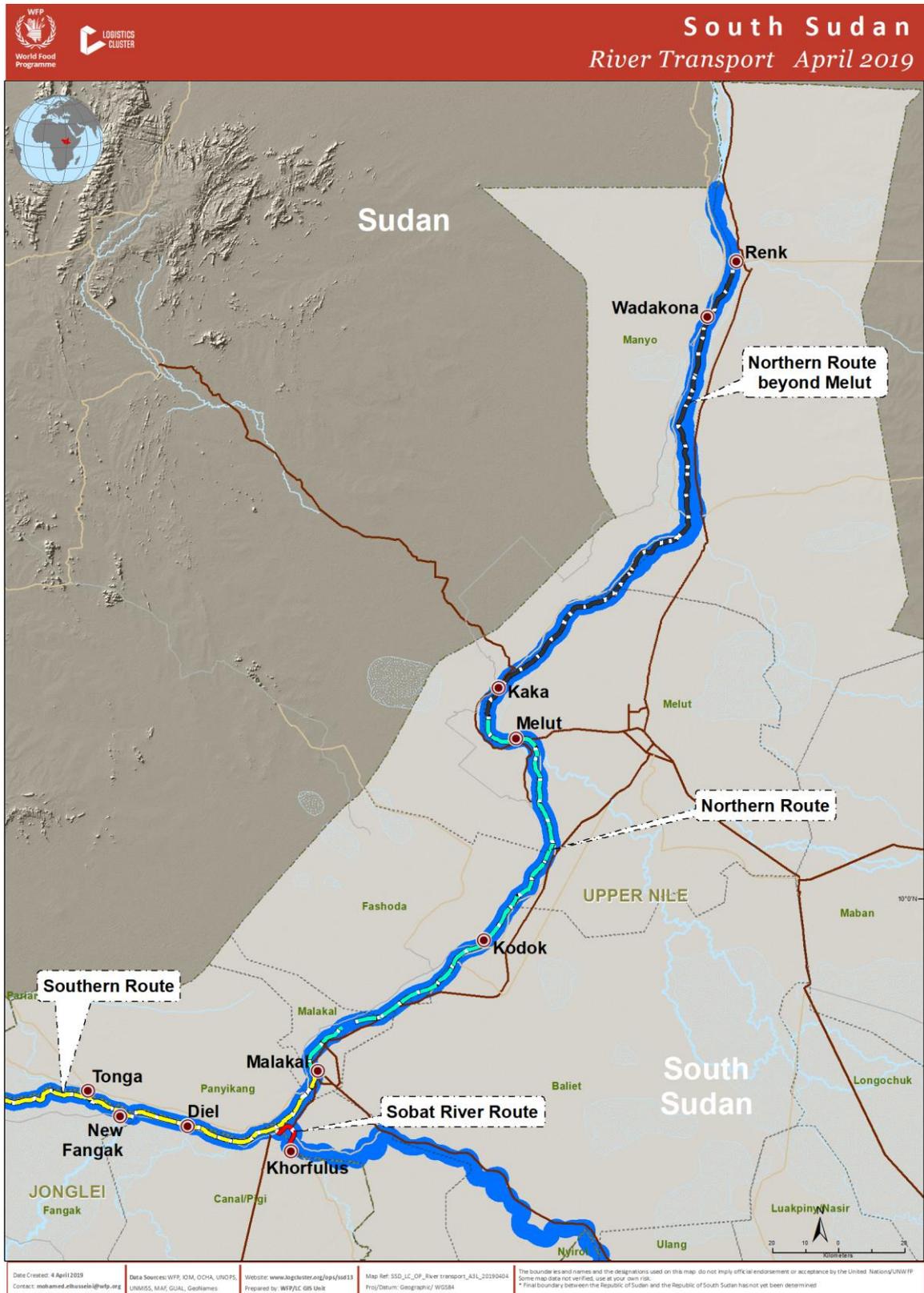
- Organisations are responsible for obtaining clearances from the Relief and Rehabilitation Commission (RRC) and sharing them with the Logistics Cluster prior to all barge/boat trips. The Logistics Cluster will request clearances from the Joint Border Verification, Monitoring Mechanism (JBVMM/JVMM) for all barge/boat trips.
- The Logistics Cluster will load the cargo on the barges/boats on behalf of the organisations. The Logistics Cluster will keep organisations informed regarding loading, barge/boat departure dates, and progress to the final destinations.
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.
- Further inquiries regarding barge and boat transport should be sent to: southsudan.clustercargo@wfp.org.

The above process is summarized in the flowchart in **Annex 2 (barge operations)** and **Annex 3 (boat operations)**.

KEY NOTES TO USERS

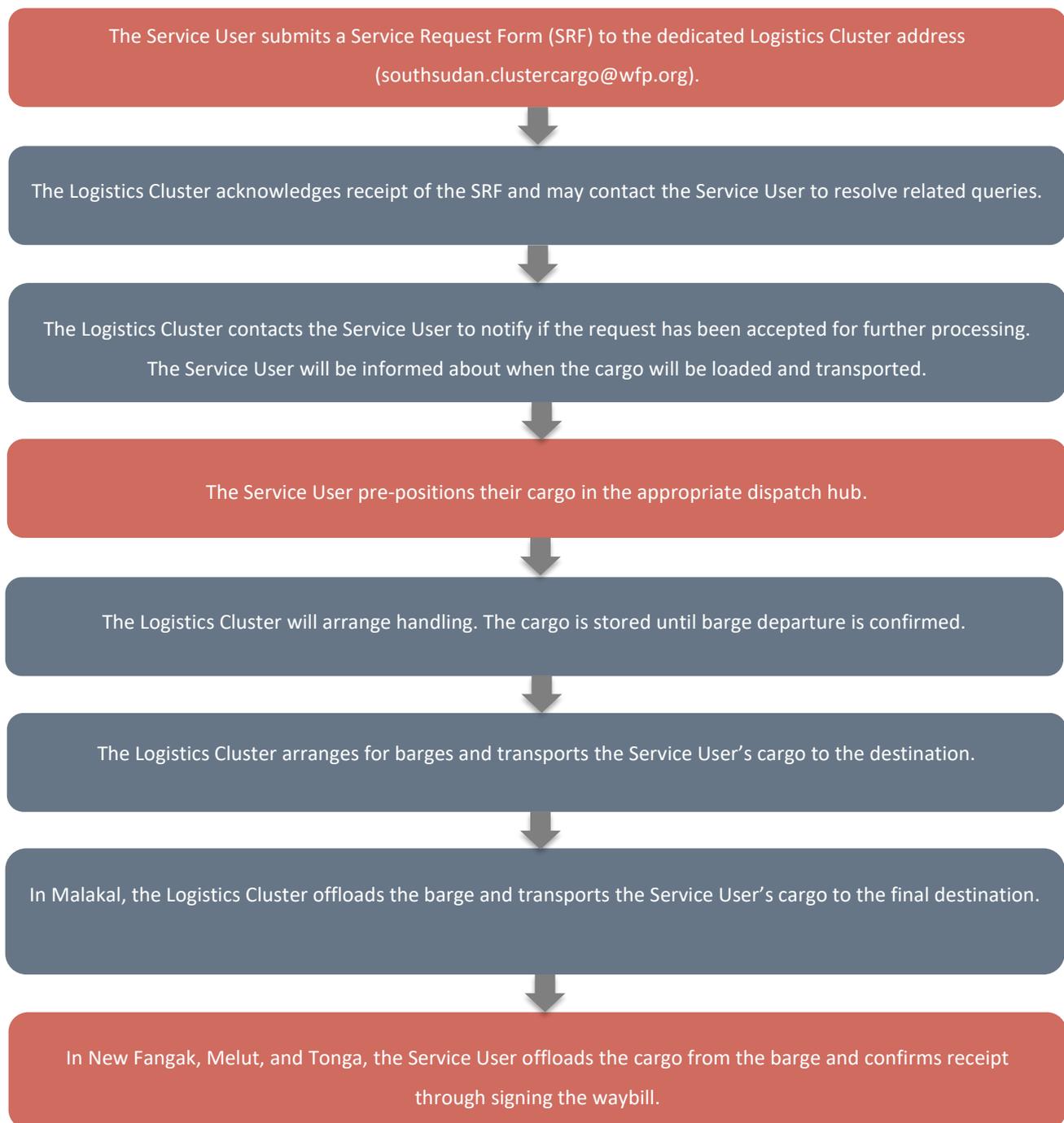
- Any communications, requests, and all documentation related to these services should be sent to: southsudan.clustercargo@wfp.org.
- There should only be one Service Request Form (SRF) per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.
- Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- River transport is provided on a free-to-user basis. Insurance for the cargo will remain the responsibility of the Service User in all cases.
- Services will be provided in accordance with the priorities set by the Humanitarian Country Team and the Inter-Cluster Working Group. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

ANNEX 1 – Map of routes



ANNEX 2 – River Transport Flowchart (Barge operations)

A simplified summary of the usual steps involved in river transport services (by barge) is given in the flowchart below:

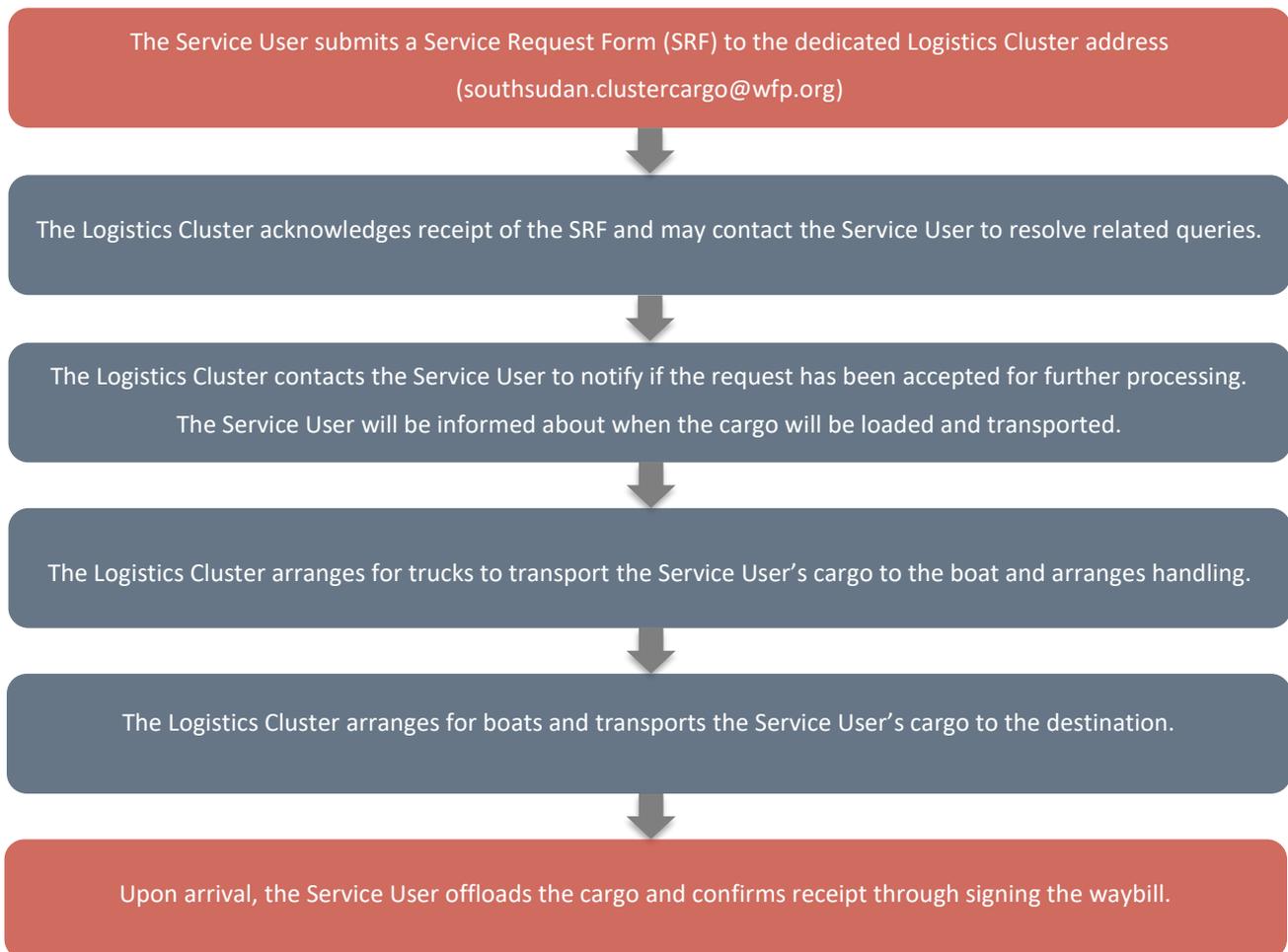


 Steps Service User must take

 Steps Logistics Cluster/WFP will take

ANNEX 3 – River Transport Flowchart (Boat operations)

A simplified summary of the usual steps involved in river transport services (boat) is given in the flowchart below.



Steps Service User must take



Steps Logistics Cluster/WFP will take

LIMITATIONS AND CONDITIONS OF SERVICES

- When providing services under these SOPs, WFP acts as agent for the service users/requesting organisations. WFP assumes no responsibility for storage or transportation and/ or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence

CARGO PACKAGING REQUIREMENTS

- Requesting organisations are responsible for ensuring their items have been packed in the appropriate transport container and are able to handle the physical requirements of the operational transport. The Logistics Cluster reserves the right to refuse cargo that has not been properly packed, as improper packing can lead to delayed transport and reduced space for other organisations.

LARGE AND OVER-SIZED ITEMS

- Large, long, over-sized etc. items will be handled according to available capacity.

HAZARDOUS GOODS

- The Logistics Cluster is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF to this effect.