1. Opening and Agenda

- The meeting commenced as planned at 14:30 with the introduction of participants.

- The agenda of the meeting was presented and contributions from participants were sought on any other expectations from the workshop to be added to the agenda.

2. Workshop Objectives and Expected Outcomes

- The objectives of the workshop were projected and clarified one by one in order to ensure participants understood the scope of the workshop.

- The objectives included:
  - Clarifying the various bottlenecks experienced by partners;
  - Interacting with colleagues on their experiences with the National Agency for Food and Drug Administration and Control (NAFDAC), Duty Waiver Application and Exemption Certificates;
  - Explaining Diplomatic & Non-Diplomatic clearing processes;
  - Introducing a Help Desk to partners.

3. Background and Introduction of the challenges/bottlenecks that led to convening the workshop

- The current scenario in Nigeria concerning Duty Waivers, Exemption Certificates and Clearing processes was explained.
• The structure of Government Agencies and their respective responsibilities for certain procedures concerning Duty Waivers, Exemption Certificates and NAFDAC Waivers was explained, as well as how this translates to processes at seaports and airports.

• Participants’ questions were also taken. It was agreed that there is a need to advocate and engage all Governmental Ministries, Departments and Agencies directly or remotely linked to the topic areas of the workshop.

4. Presentations

• Two presentations were given by WHO. They are available at the following links:
  
  

• Waiver Issuance Process:
  
  - The importance of proper documentation and packaging of requests was reiterated. It is important to get it right at the beginning. Getting it wrong at the initial stage leads to back and forth between the organization, Ministry of Health and Ministry of Finance/Budget Office.
  
  - It was also highlighted that new NGOs in-country will not be able to process waivers due to the temporary registration status given to them.
  
  - It was advised that all the Ports of Entry for the waivers being sought should be clearly stated in the request.
  
  - The importance of ensuring that personnel have the required knowledge to document the waiver request was highlighted, as was the importance of maintaining good professional relationships with the officers of all MDAs to ensure that waivers are dispatched and received on time by Customs command.

  - UNICEF shared different experiences on UN Diplomatic shipments and suggested workable solutions.

• Customs Clearing Process & Lead Times:
  
  - Demurrage waivers from the shipping lines should be sought in the course of finalizing Supply Contracts between partners and the suppliers/procurement agents.
– Diplomatic and non-Diplomatic processes vary on some points – see the above presentation links.
– Outsourcing the Customs Clearing of Health and Non-Health Products to an experienced and licensed Clearing Agent with an LTA contract facilitates clearing processes at the ports. Hence there is a need to source a competent freight forwarding agent with a track record of handling shipping documents.
– Developing guidelines in Waiver Issuance, Clearing and other related procurement processes has become essential.

5. Conclusion and next steps/Action points

- Appropriate documentation and relationships are key.

**Action points:**

- Finalise the draft guidelines for Waiver Application/Issuance and Clearing of Pharmaceuticals, Laboratory Equipment/Devices and other products for partners in emergency operations (WHO).
- Compile and provide contact details of focal points in WHO and UNICEF to act as Help Desk for partners (WHO and UNICEF).
- Share the template of the pipeline reporting matrix to ensure adequate provision for warehousing and to create stock visibility in the system. The matrix will be disseminated in January 2017 (WHO).

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