

Travel through JIA

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Some NGOs seem to have many problems at the airport (arrivals and departures) while others do not. Here are a few suggestions.

Arrivals: Consider having an experienced staff ready at the airport for new arrivals. That person should be there as the plane lands so he/she can help right from the start, and stays with the arriving passenger until he/she is out of the airport.

This staff who assists at the airport must be an **experienced national staff** with good communication skills and trouble-shooting ability. This person should ideally have friends at the airport. Sending an expatriate to the airport to help arrivals can increase the problems.

All issues such as work permits, Covid-19 documents, visa, having 6 unused passport pages, and details such as the health check and the possibility of being asked to do a Covid-19 test all need to be explained to the arriving staff **before** they fly. This ensures they're fully aware of the process of arriving. It is useful to list the various stages of arriving (see below). For this, NGOs may wish to prepare a briefing document that each new arrival gets before they travel, and can also carry in hand luggage as a reminder.

As procedures at the arrivals can change, NGOs can consider having a Skype or Zoom call with the person who is due to travel, to run through the briefing document and comment on any recent issues or delays etc. That would also be a good time to start the pre-arrival security briefing.

Departing: Staff leaving their job, going on leave, or travelling to a field location need a briefing that covers all aspects of the departure process, highlighting any expected delays or problems. A checklist for departing staff may be needed.

Checklists from another NGO are attached below as examples

Draft Checklists for South Sudan Travel

Delays and harassment at the airport can be costly and stressful. Some NGO complete arrival briefings and a departure check with expatriates and national staff, at least two days before they travel. (Doing it on the day of the flight is too late).

Below are some reminders for travellers and two checklists. The documentation required by officials can vary, and they may ask for new documents or make unreasonable requests, but this list should reduce delays and harassment.

In some cases, an experienced national staff could go to the airport to meet arriving staff and escort those departing.

Arrival Procedures

Arriving at JIA includes several steps:

- Being sprayed (for Covid-19, anthrax, or Ebola etc.) after leaving the aircraft
- Walking to the arrival area via the health building
- Body temperature checks
- Health checks, handing over health forms
- Possible Covid-19 testing (if selected)
- Passport-immigration checks
- Baggage pick-up
- Baggage check by staff of the customs department.
- Baggage tag given to the airport staff at the exit door.
- Dealing with baggage helpers (wanted or unwanted)
- Dealing with taxi touts and offers of help
- Travellers reminded **NOT** to take photos at the airport

Before travel, it is useful for the NGO office in Juba to have a copy of the staff's ticket so they can refer to it if issues arise during the journey or on arrival.

Draft Checklists (to be completed by any NGO that wishes to use it)

International Travel:

	Required Item or Document	Check or Comment
1	A current valid visa	
2	Is the visa valid for the return date?	
3	Alien registration stamp in passport	
4	Work permit	
5	New staff: If no work permit, carry the original receipt for the work permit application. Or carry a letter explaining that the application process will start after the staff has arrived in-country.	
6	Form 2, completed and stamped	
7	Form 9F completed and signed	
8	Have 6 blank pages in the passport	
9	Health card with current yellow fever stamp	
10	Emergency cash	
11	Valid ticket for the flight	
12	Add any other things needed for international travel.	
13	Valid Covid-19 certificate	
14	Camera permit if needed	
15	Damaga sticker	

Local In-Country Travel:

	Required Item or Document	Check or Comment
1	A current valid visa	
2	Is the visa valid for the return date?	
3	Alien registration stamp in passport	
4	Work permit	
5	If no work permit, carry the original receipt for the work permit application	
6	Form 2, completed and stamped	
7	Form 9F completed and signed	
8	Have 6 blank pages in the passport	
9	Health card with current yellow fever stamp	
10	Emergency cash	
11	If new or travelling without a work permit etc. carry an RRC letter authorising travel to the specific destinations	
12	Carry a UNHAS, MAF or similar ticket or e-travel document	
13	Check that travellers name is shown in the UNHASS list	
14	Letters from the NGO to authorize carrying any specific items, equipment or cash. For Thuraya for example, a letter is needed from the relevant ministry and possibly from the RRC or NS.	
15	Add any other things needed for in-country travel.	
16	Valid Covid-19 certificate	
17	Camera permit if needed	
18	Damaga sticker	

How to use the Checklists

- a. Every traveller has a copy of the checklist and checks his/her own readiness to travel well before the departure date. Most of this is the traveller's own responsibility, but the NGO can help.
- b. The NGO staff to run through the checklist with the traveller two days before travel in case a last-minute document is needed.
- c. If travelling on a Monday, do the check on the Thursday before. This allows about 24 hours to get any missing items.
- d. **JIA:** New staff must be briefed on any carpark hassles, entry and security, check in, and immigration process, and be well prepared for questions.
- e. **Regional Airports.** Standards and inspections etc. can vary considerably. Share as much information as possible.
 - o **In-Country travel to SPLM-iO areas:** Flights into iO areas usually include more scrutiny of baggage and questions about the purpose of the visit. Exit from iO areas can include a close

inspection to ensure the departing passenger is not taking away cash or project assets. If exiting with any items, a letter or the help of the partner NGO staff may be needed. If asked to carry items to Juba for other people, it is best to politely refuse.

- **At iO areas**, the airport authorities sometimes do not arrive until the plane lands, so the checking process can be hectic if a large number of people are departing, and if there's a lot of cargo. Passengers must be ready to be checked at short notice; checks are done as the flight is waiting to depart, so flight crews become irate. Arrive early, with a knowledgeable local staff who can assist, and have everything ready (even if they decide not to check bags or documents).

End of Travel Advice and Checklists