



WHAT IS A BASELINE ASSESSMENT (BA)?

One of the ACP-EU Migration Actions' trademarks is the Baseline Assessment (BA) that is undertaken before every Technical Assistance Intervention. They provide an overview of the state of affairs on the specific subject of the request and are a first testing ground for the collaboration between the Action and the requesting entity.

BACKGROUND

Swaziland is mainly a destination for tourist visitors (see below) Secondly, it is a transit country for some people who travel mainly to South Africa. It is also a destination country for religious reasons and finally for medical reasons.

REASONS FOR VISITING SWAZILAND

47.1 % holiday/leisure

18.6 % Visit friends/relatives

16.7 % Transit

14.5 % Business/conference

3.0 % Religious reasons

0.2 % Medical reasons

Although the contribution of travel and tourism to GDP in Swaziland has fluctuated considerably in recent years, it has tended to decline. The implementation of the electronic visa can contribute to the reduction of this contribution (see table).

According to the Ministry of Home Affairs, which submitted the request for technical assistance for Swaziland, the implementation of the electronic visa system in Swaziland is motivated by the following elements: Insufficient numbers of consular and diplomatic representation in Swaziland; the need to promote the tourism sector, which is one of the main sources of revenue for the country; promotion of the trade sector through the implementation of visa facilitation; the fight against human trafficking and smuggling of migrants; the security of the national territory;

the unification of visitor databases for better control of migratory data. The country is furthermore expected to host the 2020 African Union Summit where an estimated three thousand delegates will arrive in Swaziland, who will require various visas to gain entry into the country to attend these important meetings. Also, an integrated visa application system will harmonize all the operations and roles of different stakeholders directly involved in the application, verification and processing of new visa applicants. The intervention will also complement government's efforts to realize economic development through investments and the promotion of tourism and the Kingdoms' 2022 vision.

LEARNING FROM THE BASELINE ASSESSMENT

LEGAL FRAMEWORK

Swaziland does not have a national migration policy nor a visa policy. But it has an ICT strategy.

The legal framework already contains the necessary laws for the implementation of the electronic visa, in particular the law on the protection of personal data, the law on electronic communication. However, there are no legal provisions regulating the visa processing procedure, the coordination of actors, the sharing of data as well as the electronic payment of public fees. The legal framework must therefore be complemented, on the one hand, with enforcement measures and other missing laws.

DIGITALIZATION

The TA needs to take into account that, to date, the Ministry of Foreign Affairs handles the visa issuance process manually. Also, the Department of Immigration does not have a unit of IT experts. The police service involved in the process is not sufficiently computerized to be linked to the database of visa applicants. Two border posts are not yet computerized and those who are do not have the tools to collect biometric data and fingerprints.

INSTITUTIONAL COORDINATION

Two institutions issue visas to visitors to Swaziland: the Ministry of Foreign Affairs and the Ministry of Home Affairs. Currently, they do not coordinate their activities and do not share data. Furthermore, they do not apply the same standards in issuing visas, and the visas issued are not uniform.

COMBATING FRAUD

To combat document fraud and identity theft, online applications can be used. Swaziland needs to set up a **portal for online payment** of public treasury fees; establish a **database of biometric data** for visitors, immigrants and refugees. This database should be linked to other databases including INTERPOL, the Police and intelligence services in Swaziland. Presently everything is lacking. The link with INTERPOL databases would be beneficial because its include cross checks against the list of international terrorists. INTERPOL databases also enable checks against their international stolen document list - and can also check for stolen vehicles through the registration.

INDICATORS

The baseline assessment will provide a reference to compare the results achieved through the technical assistance intervention. The BA report provides indicators against which to measure this.

Component	Purpose	Indicator	Baseline
The political and legal framework	The success of the electronic visa system depends on the development of the visa policy and the legal framework covering the various aspects of visa management. These include defining the exempted persons, the visa application processing procedure, the calls, and the rules for collaboration between the actors involved.	National migration policy Visa policy Legal provision on coordination, collaboration and data sharing between all institutions involved in the process granting and visa control at the border.	King decree
The components of the IT infrastructure of the visa processing system	The e-visa system requires that all the actors involved be well equipped with computer resources and the internet. Otherwise, the system will not be profitable.	Computerization at the Immigration Department, Police, intelligence service Interconnection between all the actors involved Quality of Internet connection Computerization of border posts E-visa platform	Computer service
The processing time for visa applications	Currently, visa applicants have to wait no less than two weeks to have the answer to their applications especially those who live far from cities where diplomatic or consular missions are located. The electronic visa could significantly reduce the waiting period for up to three days. The case of loss of passport is not documented. That would have been a good indicator.	Processing time for visa applications	Client and immigration department
The number of foreign visitors to Swaziland	These statistics are used to track the improvement in the number of visitors to Swaziland per year from the time this electronic visa becomes operational.	Number of visitors per year	Tourism service, immigration department
The impact of foreign visitors on GNP	Although Swaziland's contribution to travel and tourism to GDP has fluctuated considerably in recent years, it has tended to decline. The implementation of the electronic visa can contribute to the reduction of this contribution.	% Contribution of travel and tourism to GDP in current prices	Finances ministry