LOGISTICS DEPARTMENT

PROCESS TO IMPORT PHARMACEUTICALS AND OTHER MEDICAL GOODS
(AIR FREIGHT)

<table>
<thead>
<tr>
<th>Mission / Base</th>
<th>Afghanistan/All Bases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developed by</td>
<td>Eng. Muhanad Algburi</td>
</tr>
<tr>
<td></td>
<td>Murtaza Azimi</td>
</tr>
<tr>
<td></td>
<td>Dr. Abdul Baqi</td>
</tr>
<tr>
<td></td>
<td>Dr. Esmatullah Shafaq</td>
</tr>
<tr>
<td>Position</td>
<td>Logistics Coordinator</td>
</tr>
<tr>
<td></td>
<td>Dep Logisitcs Coordinator</td>
</tr>
<tr>
<td></td>
<td>Health Coordinator</td>
</tr>
<tr>
<td></td>
<td>Dep Health Coordinator</td>
</tr>
<tr>
<td>Approved by</td>
<td>Justyna Janina BAJER</td>
</tr>
<tr>
<td>File status</td>
<td>Draft version</td>
</tr>
<tr>
<td>Compliance</td>
<td>-</td>
</tr>
<tr>
<td>Classification</td>
<td>Public</td>
</tr>
<tr>
<td>Revised on</td>
<td>AUG 2022</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENT

1. PURPOSE .................................................................................................................. 2
2. TERMINOLOGY & ACRONYMS .............................................................................. 2
3. GENERAL REQUIREMENTS FOR IMPORTATION of PHARMACEUTICAL PRODUCTS ................................................................................................................................. 2
4. BEFORE ARRIVAL AT THE CUSTOM ................................................................... 3  
   4.1 For License Medicine and Medical Supply & Devices (green & blue) .......... 4  
   4.2 For Narcotic, Psychotropic & Under control Medicine (red) ...................... 8  
5. ARRIVAL TO CUSTOMS .......................................................................................... 12  
   5.1 Pre- custom process ............................................................................................ 12  
   5.2 Process at airport custom .................................................................................. 21  
   5.3 Quality exemption certificate ............................................................................ 21  
   5.4 Shipment release by guaranty ........................................................................... 24  
6. ANNEXES .................................................................................................................. 25
1. PURPOSE

This Standard Operating Procedures (SOPs) provide a guidance on how to perform when importing medical goods, incl. pharmaceuticals and medical equipment, and complete the custom clearance processes to release the imported goods in accordance with the existing and related laws and regulations in Afghanistan.

2. TERMINOLOGY & ACRONYMS

<table>
<thead>
<tr>
<th>AFDA</th>
<th>Afghanistan Food and Drug Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFN</td>
<td>Afghani, local currency</td>
</tr>
<tr>
<td>EML</td>
<td>Essential Medicine List</td>
</tr>
<tr>
<td>EUR</td>
<td>Euro, European currency</td>
</tr>
<tr>
<td>ID</td>
<td>Identification Number</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
</tr>
<tr>
<td>INN</td>
<td>International Nonproprietary Name</td>
</tr>
<tr>
<td>LML</td>
<td>Licensed Medicine List</td>
</tr>
<tr>
<td>MoE</td>
<td>Ministry of Economy</td>
</tr>
<tr>
<td>MoF</td>
<td>Ministry of Finance</td>
</tr>
<tr>
<td>MoPH</td>
<td>Ministry of Public Health</td>
</tr>
<tr>
<td>PD</td>
<td>Police District</td>
</tr>
<tr>
<td>QC</td>
<td>Quality Control</td>
</tr>
<tr>
<td>USD</td>
<td>United States Dollar, US currency</td>
</tr>
<tr>
<td>Custom duties</td>
<td>Understood as charges levied on goods at the border crossing</td>
</tr>
<tr>
<td>WBL</td>
<td>Waybill</td>
</tr>
<tr>
<td>ASYCUDA</td>
<td>Automated System for Customs Data that is an integrated customs management system for international trade and transport operations</td>
</tr>
<tr>
<td>BoL</td>
<td>Bill of Loading</td>
</tr>
<tr>
<td>CMR</td>
<td>Convention on the Contract for the International Carriage of Goods by Road</td>
</tr>
<tr>
<td>QT</td>
<td>Quotation</td>
</tr>
</tbody>
</table>

3. GENERAL REQUIREMENTS TO IMPORT MEDICAL GOODS
Before the start of the process, all of the following points should be looked into and taken into consideration:

- All and any pharmaceutical good must be registered in the **Essential Medicine List** (EML) and **Licensed Medicine List** (LML).
- Importation of pharmaceutical products out of the LML requires a special approval from the National Medicine & Healthcare Product Board that assesses them in terms of efficacy, safety, quality, etc., before issuing an import permit through the Afghanistan Food and Drugs Authority (AFDA).
- There is no standard list for medical equipment, however, specification of the imported item is being reviewed by a technical team assigned in the import permit process.
- All Import applications for importing pharmaceutical products should be in English, in Dari or in Pashto. IEA authorities will not consider any other language used.
- All labelling & packaging of pharmaceutical products should at least be in English, in Dari or in Pashto. IEA authorities will not consider any other language.
- All import applications should consider the listed specific forms issued by AFDA according to the type of product/item as follow:
  - License Medicine form (cf. Annex 1)
  - Medical supply & Medical devices from (cf. Annex 2)
  - Narcotic, Psychotropic & Under control Medicine form (cf. Annex 3)

  **Note:** the colors used above to distinguish the different forms correspond to the colors used in the title of each form. They will be used throughout the document.

- When dealing with “proforma” & final invoices from the suppliers, it is key that pharmaceutical products are grouped according to their type (green, blue, red). Each type of the products is considered as a different process and is dealt by different administrative departments.
- To ease and facilitate the process, it is strongly recommended that the application is completed by a technical qualified person (AFDA requires a pharmacist) ensuring the quality and veracity of the information provided.
- It is advised that the technical qualified person is previously and formally introduced by a representative of the NGO to AFDA who will issue a “Representative of NGO Holder Card” providing the person with access to the administration.
- To be in possession of **The Authorized Importer License** granted by the Ministry of Economy when the NGO is registered.

**4. BEFORE ARRIVAL AT THE CUSTOM**
4.1 For License Medicine and Medical Supply & Equipment (green & blue)

A. FILL PROPERLY THE FORM

Organization information
- Name of the organization (NGO);
- Registration number with ministry of economy;
- Physical address of the organization;
- Electronic address (email, website, phone number);
- Name, position and ID numbers (organization and national ID) of the NGO representative who follows the importation;

Products/items information
- Item specification (INN, generic name);
- Dosage form;
- Pack size (number of items in one pack);
- Quantity of pack;
- Unit (pack) price;
- Total price;
- Currency (USD, ERO, AFN...);
- Additional charges (if available in invoice)
- The total price should be written in both number and words.

- NGO representative must sign the filled application form.
- All pages of the application & proforma invoices must be stamped using the NGO signature.
- Application forms and related proforma invoices as well as NGO registration certificate should physically be submitted to AFDA Planning Department to proceed.

B. WHAT PROCESS TO FOLLOW INSIDE AFDA?

1. Documents submission for signature

If all clear, the AFDA responsible person will sign. If not, documents should be rectified accordingly and submitted again.
2. Documents submissions **for registration**

Application will be recorded in a register book. A register number will be issued for each form.

*Registration numbers should be kept by NGO. They will be used for tracking all submitted applications*

3. Documents submissions **for technical review & signature**

If green

When technically reviewed and validated, the AFDA pharmacist will sign the forms.

4. Documents submissions **for board review**
If documents are rejected by the board, you should revise and correct them and resubmit them to the board for a second review and approval.

If documents are approved by the board, you should follow step 5 below.

Always make sure and verify that all/any documents are properly signed and “AFDA stamped” before moving to next steps.

5. Documents submissions to receive import permit official letter(s)

The AFDA pharmacist will issue an official letter to the Ministry of Economy for import permit by signing the document (make sure to have it signed). See Annex 4.

In the letter, invoice reference number, date of invoice, total price and number of items for each permitted invoices (ensure yourself that the number of invoice date, number of items amended according to proforma invoices) are mentioned.

6. Process for import permit official letter(s) signatures

The order of the signature inside AFDA is mandatory as presented below:
1. Team leader
2. Manager
3. Registration and Licensing Director
4. Deputy General Director
5. General Director (*ask for who is occupying this position*)

7. Import permit(s) submission **for registration**

   Import permits will be recorded in a register book. A register number will be issued for each import permit (1 per form & per supplier)

8. All documents to be submitted **to the Ministry of Economy & other departments (1 original + 3 copies)**

   The original copy of invoices along with the related import permit(s) official letter(s) have to be submitted to the Ministry Economy (see chapter 5: *Arrival at the Custom*).

   **One Copy of invoices along with the related copy of import permit(s) official letter(s)**
   have to be submitted to the AFDA Planning department for their archiving and for them to sign their register book
One Copy of invoices along with the related copy of Import Permit(s) official letter(s) have to be submitted to the technical person office for their archiving.

If green

Licensing & Import permit Department

If blue

Licensing & Import permit Department

A copy of invoices along with a copy of import permit official letter(s) has to be kept by the NGO for archiving.

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 2 & 3 WEEKS

4.2 For Narcotic, Psychotropic & Under control Medicine (red)

A. FILL PROPERLY THE FORM

- All exact same information as per forms green & blue has to be filled using the red form (see Chapter 4.1 For License Medicine & Medical supply & devices)

- In addition, a letter of request (see Annex 3.1) from an NGO importing goods should be submitted to AFDA Directorate. This request must be signed the NGO responsible clearly explaining the reason/rational of using them.
Related to the reason justifying the future use of this type of products, the importer must justify that products from previous granted import permit(s) have been consumed (through a dedicated consumption report shared with AFDA).

B. WHAT PROCESS TO FOLLOW INSIDE AFDA?

1. Documents submissions for registration

Application will be recorded in a register book. A register number will be issued for each form.

Registration numbers should be kept by NGO. They will be used for tracking all submitted applications

2. Documents submissions for technical review & signature

When technically reviewed and validated, the Pharmacist will sign the forms.

3. Process of red form signature

The order of the signature from within AFDA must be respected, and as follows:
1. General Director
2. Deputy of General Director
3. Registration and Licensing Director
4. Manager
5. Team Leader
6. Technical person who drafted the letter

4. Documents submissions to receive **import permit official letter(s)**

The AFDA pharmacist will **draft a letter to the Narcotic & Psychotropic Medicine Board of the Ministry of Public Health** requesting to issue license (see Annex 2-3)

The narcotic board is usually meeting on a weekly or biweekly basis.

The board issues narcotic psychotropic and under control medicine permit(s) in 3 original copies:

a. On original (colored) license to be sent to the supplier (first send the scanned copy by email to receive the OK from the supplier before sending the original copy by DHL or Airoparlsal….)

b. One original (black & white) licenses to be sent to AFDA pharmacist person for their records

c. One original black & white license to be kept by requester organization for record.

5. Process of **Import Permit(s) Official Letter(s) signatures** (see Annex 8)
The order of the signature is mandatory as presented below:

1. Technical person how drafted the letter in AFDA
2. Team Leader
3. Manager
4. Registration and Licensing Director
5. Deputy of General Director

6. Import permit(s) submission for registration

Import permits will be recorded in a register book. A register number will be issued for each import permit (1 per form & per supplier)

7. All documents are submitted to the Ministry of Public Health & other departments (1 original + 3 copies)

The original copy of invoices along with the related Import permit official letter(s) have to be submitted to the Ministry of Public Health (see chapter 5: Arrival at the Custom).

A copy of invoices along with the related copy of import permit official letter(s) have to be submitted to the AFDA Planning department for their archiving and for them to sign their register book
A copy of invoices along with the related copy of import permit official letter(s) have to be submitted to the technical person office for their archiving.

A copy of invoices along with the related copy of import permit official letter(s) has to be kept by the NGO for archiving.

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 3 & 4 WEEKS

5. ARRIVAL TO THE CUSTOMS

5.1 Pre- custom process

A. DOCUMENTATION PROCESS AT MOE LEVEL:

After receiving import permit(s) from AFDA (see chapter 4. Before Arrival at the Custom) then following steps should be follow:

- Compile both AFDA permit letter(s) and Invoice(s) marked by AFDA.
- A letter should be prepared though the MoE site: https://ngo.gov.af/ngo_mis/OneNGOsBudget/dashboard and steps followed as described below:

Click on the custom exemption.
In the First section of the interface, fill all blanks with the following information:

- Item name
- Seal number
- Invoice number
- Weight (total)
- AWB number
- Date
- Number of Package (number of pieces based on AWB)
- Supportive document number (if applicable)
- Container number (if the shipment comes by road)
- Total amount of invoice
- BoL number
In the Second section of the interface, write a letter to MoE by introducing the organization and requesting MoE to introduce the organization to MoF for custom process. Sample of the letter attached in annex 1.

In the Third part of the table write signatory name, position, considerations (remarks) and upload all documents required as follow:

✓ QTs.
✓ Donation Certificates
✓ WBL
✓ Invoices
✓ MoE letter
✓ BoL (if the shipment is coming by land).

AND
Click Send

Then, you can check and find your documents saved at the bottom of the page:

To modify click on this sign 📝

After printing of the letter, we need to sign it and attach the supportive documents listed below:

- ✔️ Letter released from AFDA already.
- ✔️ Copy of Invoices validated from AFDA and marked.
- ✔️ Copy of NGO License.
- ✔️ Online table completed (https://ngo.gov.af/ngo_mis/OneNGOsBudget/dashboard). (This letter will have to be signed by HoM/CD.) (Letter in annex 1).

Those hard copies of documents are going to be submitted to MoE:

Address: Muhammad Jan Khan Wat, Malik Asghar Square, in front of Ministry of Foreign Affairs, contact number: +93202103434.

The documents will be taken to the reception, at MoE, they forward them to the Custom Exemption Department, and they are checked, in a result, this department prepare an introduction letter to MoF (custom), this letter will be referred to Monetize and Unification office, this department will check and sign the letter and forwarded to Director of NGOs Office. After the signature of the director, the letter will be back to Custom Exemption Department for registration and then it will be sent to Reception to release.
A CLOSE FOLLOW UP NEED TO BE DONE with Reception (by calling them after 3-4 days) to get the signed original copy of the Introduction letter.

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 5 & 7 DAYS

B. ASYCUDA SYSTEM PROCESS

When receiving the introduction letter (between MoE to MoF), we can proceed our requests through the ASYCUDA system.

The approval to use the ASYCUD system will be taken from MoF (Kabul custom)

Address: Kabul Jalalabad Road, Qabel Bay area, Kabul Afghanistan Contact: 0202924610.

We have to prepare a letter to ASYCUDA department, requesting for ASYCUDA system to be installed in a laptop of the responsible person of the organization to proceed with the exemption process.

The letter has to be signed by head of the office and an application form for ASYCUDA to be filled (see Annex 10), both letter and the filled form will be taken to ASYCUDA in the custom.

By entering to the gate of Custom you will see the ASYCUDA department at the left side behind Kabul Custom block.

After submitting the letter and application form, they will set the ASYCUDA system in computer for use (the user and password will be sent through email of organization).

Now we have to use ASYCUDA system after receiving the users and passwords:

There will be two tools installed: the sign of both tools appears on your desktop as bellow:

1. VPN:

2. ASYCUDA System.

First, you have to click on VPN to connect, here you will write the user and password provided by ASYCUDA Department.
After connecting, we have to add user and password credentials.

Now you have to open the 2nd tool, ASYCUDA by clicking on the icon of ASYCUDA, you have to enter the user and password:
Open a new page by clicking:
1. File
2. Document library.
3. ASYCUDA. National interfaces.
4. License and Certificates.
5. New.
Here you will have five sheets to be filled.

In above five sheets we have to enter the information (ASYCUDA department should provide you a training)

Once the sheets are filled, you will have two (2) options:
1. **Store (Save):** this option allows you to edit any time you want.

2. **Issue (to be delivered):** this icon will appear when the 5 sheets are completely filled. It will be delivered to MoE.

If you click on issue button, MoE will receive your document through ASYCUDA, then you have to go to MoE, Custom Exemption department to confirm the reception of your documents.

After, MoE will forward your documents to Custom (Custom and Revenue Departments) same address above for custom.

Now, for custom we have to take only MoE he hard copy of MoE letter to MoF.

a) Bank slip for exemption service fee (this payment will be done before submitting MoE letter to custom archive, the branch of Da Afghanistan Bank is located inside the custom for clearance to release payment slip).

The documents have to be submitted to the customs archive at the gate, where it will be registered as a new process document. They are then, transferred to the **Customer Services department**, who will check them and forward them to the **Technical Director of Custom**. He will bring them to the **Head of Exemption**.

Head of exemption will pass the documentation onto an MOF supervisor who checks the details in Database Department for registration. Once a registration number is assigned, it is sent to the **Assessment Department** where all documents are evaluated, and returned to the Database Dept for a final check, and then the Head of Exemption is asked to print ASYCUDA forms. This printout includes. Head of exemption has to sign on this ASYCUDA printout and After all, it will be sent to **Exemption Director** for the last signature and it is finally entered in the registration book for release to the organization, and a copy kept in MOF archive.
A CLOSE FOLLOW UP NEED TO BE DONE with Custom by going time to time to request on the status of your process

The hardcopy of the following documents will be given back to the representative of the organization along with ASYCUDA printout pages to release the shipments in the airport.

✓ ASYCUDA pages printout and signed.
✓ Original Invoices.
✓ Original WBLs
✓ Payment slips (paid to Afghanistan bank)

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 10 & 15 DAYS

5.2 Process at airport custom

Now we have to submit the processed documents to the airport with attaching Quality Exemption paper received from AFDA (see below process #11 for quality exemption) to release the shipments, we have to submit documents to the customs agent. These agents are licensed to work in the airport, the agent will prepare the custom declaration form and process the documents at the Evaluation Department in airport customs who check the original documentation – quality exemption certificate (cf. process below). The document has to receive “M” number and a payment slip will be released for custom process charges, the slip will be paid to the bank inside the airport custom. The agent will do all these works.

A representative from the Narcotic department and a representative from AFDA will inspect the shipments, at this moment the representative from the organization should be present, to explain the items to them. After, the customs agent submits the original documents to the head of the evaluation department to get the signature of the airport director, then the documents will be referred to Exit department and they release the red page (custom release page) for the exit. At this point, the Organisation can claim their cargo.

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 3 & 4 DAYS

5.3 Quality exemption certificate

Whenever the shipment arrives to the airport, the organization has to inform AFDA to collect the sample for quality control, the sample will be taken to quality test centre, the test will take around 15 to 20 days, so it is necessary to have the test result before release of the shipments.
The letter should be submit to AFDA License Department along with original invoice and original air waybill need the following process and collection of bellow signature to introduce AFDA representative for sampling:

The order of the signature is mandatory to be followed as follow:

1. General Director
2. Deputy of General Director
3. Registration and Licensing Director
4. Manager

Finally, the manager introduces one of the members to collect necessary sample according the bellow attached sample quantity (see Annex 6-D).

The representative collects the sample, write the observation on the AFDA letter and report to the AFDA and seal, and lock the sample.

The selling and locked sample bring to AFDA technical person/pharmacist

⇒ For sample related to license medicine to pharmacist
⇒ For sample related to medical supply and medical devices to pharmacist
⇒ For sample related to Narcotic Psychotropic and under control medicine to pharmacist

She/he drafts an official letter to quality control laboratory indicating each item:

1. INN (Generic name)
2. Bath #
3. Expire date
4. Sample quantity

Certificate of analysis is mandatory for each batch of pharmaceutical

Important Note:
Medicines drugs: sent to AFDA quality control laboratory which are located on Qargha Street next to Dawat University by AFDA representative (some time there is need NGO to arrange transportation for their sample if not, the NGO has to pay for it (invoice)).

Medical supply: set to Faculty of Pharmacy Kabul University for quality control by AFDA representative (some time there is need NGO to arrange transportation for their sample)

Medical equipment: there is no facility to quality check medical equipment, just they physically check at custom and see the required documents (certificate of origin, EC...), and rarely do they transfer the sample of medical devices to AFDA technically check by board.

Within 1-2 week the result of sample sent from Quality control laboratory to AFDA Registration and Licensing is received, than you need to complete the following process by collecting the below signatures from AFDA:

The order of the signature is mandatory to be followed as follow:

1. Deputy of General Director
2. Registration and Licensing Director
3. Manager
4. Team Leader
5. Technical person how drafted the letter

S/he will draft the letter to custom in order to release the pharmaceutical

Than collect the following signatures

The order of the signature is mandatory to be followed as follow:

1. (Technical person how drafted the letter)
2. Team leader
3. Manager
4. Registration and Licensing director
5. Deputy of General Directory
6. General director

Submit to technical person for registration and issue number

Provide 3 copy of marked and stamped original invoices

Original copy of invoices along airwaybill and the official letter to custom to release the goods and further clearance process

Copy of invoices along with the official letter submit to planning department for their archive and collect their signature in the AFDA register book

Copy of invoice along with minutes and other necessary supportive document archived with the technical person office, there is a file for each NGO

Keep a copy for your own office records

Submit the release license letter to customs department for your further press

You can find an example of the sample of exit permit/QC letter and the result of QC in Annex 7

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 2 & 3 WEEKS

5.4 Shipment release by guaranty

Sometimes we need to release the shipments in the airport as soon as it arrives, if it is sensitive items, cold chain, or emergency delivery. In such a case, we have to prepare a guarantee letter to airport custom to get the permit of release.

At the same time, we should ask AFDA to get the sample in the warehouse where we take the shipment; we have to keep the shipment until we do finish the normal process of custom clearance. In some case, we can use the shipment if we receive the quality test result and the normal process can be done later.

For the next time, we should know that, we could not release the second shipment by guarantee if the first guarantee is not cleared.

Steps to be followed:

A letter to be prepared to airport directorate (see Annex 11). This letter will be taken to director for signature, the director will refer us to stock keepers to confirm if there is no shipment released by guaranty previously when the letter is signed by the director it will be referred to inspection department, a representative will be introduced to check the shipments comparing with the WBL and invoices, at the same time we have to visit the agent from Narcotic department and representative from AFDA to do their inspection, after all these checks, the documents will be taken to the gate to release the shipments.
A CLOSE FOLLOW UP NEED TO BE DONE with Custom by going time to time to request on the status of your process.

THE OVERALL AVERAGE PROCESS TIME IS ESTIMATED BETWEEN 3 & 4 DAYS

6. ANNEXES

<table>
<thead>
<tr>
<th>License medicine form</th>
<th>Medical supply and medical devices form</th>
<th>Narcotic &amp; Psychotropic and under control medicine form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example of request letter of NGO to AFDA for narcotic request</td>
<td>Example of AFDA letter to MoPH for narcotic license issue</td>
<td>List of under control medicine</td>
</tr>
<tr>
<td>Annex 3-1.docx</td>
<td>Annex 3-2-.pdf</td>
<td>Annex 3-3.pdf</td>
</tr>
<tr>
<td>Narcotic Certificate license</td>
<td>Annex 4 Import permit.pdf</td>
<td>Customs letter to AFDA for collection of pharmaceutical sample</td>
</tr>
<tr>
<td>annex 3-4.pdf</td>
<td>Import permit example</td>
<td>annex 5.pdf</td>
</tr>
<tr>
<td>Quantity of pharmaceutical need for quality control test (sample size) D (Dari)</td>
<td>Quantity of pharmaceutical need for quality control test (sample size) E (English)</td>
<td>Exit permit/QC letter</td>
</tr>
<tr>
<td>Annex 8.doc</td>
<td>MoPH/Narcotic request format</td>
<td>Annex 9, NGO letter to MOE for exemption process at MoF (custom).</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>annex 8.doc</th>
<th>MoPH/Narcotic request format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter to MOE.pdf</td>
<td>Annex 9, NGO letter to MOE for exemption process at MoF (custom).</td>
</tr>
<tr>
<td>Guaranty letter to airport.docx</td>
<td></td>
</tr>
</tbody>
</table>