



# Development of the National Single Window in Kazakhstan

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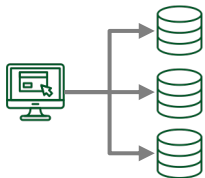


# 1. Introduction

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- President of Kazakhstan Plan of the Nation – 100 Specific Steps Program (Step No 38)
- The Concept of integrated information system “Single Window for Export and Import Transactions” adopted by the KAZ Government Resolutions No 771 dd 3 July 2011 and No 288 dd 30 March 2011 *On Establishing a Commission to Develop Proposals for the Integrated Information System “Single Window for Export and Import Transactions”*, as well as the Eurasian Inter-Governmental Council’s Decision No 6 dd 30 April 2019 *On Profiling the Reference Model of the National Single Window Mechanism for Foreign Trade Control*”.
- WTO Trade Facilitation Agreement, High Eurasian Economic Council’s Decision No 19 dd 8 May 2015 *Single Window for Foreign Trade Control Action Plan*”.
- Developing a unified gateway for export and import transactions, standardizing and automation of permit issuance and registration, streamlining delivery of customs-related public services





## 2. Development Phases and Conceptualization



- December 2016 – a contract concluded with UNCTAD on the implementation of the Single Window for export and import transactions (*initial deadline – by end of 2018, extended repeatedly till 31.08.2020*)



- March 2019 г. – launching a Single Window Portal and main SW modules.



- Following UNCTAD recommendations, modules are deployed step by step.

- Single Window implementation was preceded by a closer coordination of border services through One Stop Shop principle during controls/inspections at BCPs.



- Transition from paperwork to paperless environment is underway in a staged manner. In 2018, an electronic declaration system was introduced, with integration of third-party systems.



## 2. Development Phases and Conceptualization

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- KAZ Government's Resolution No 771 dd 3 July 2011 approved an *Implementation Plan for the Concept of Single Window Integrated Information System for Export and Import Transactions in Kazakhstan*
- Development and operational framework for the National Single Window mechanism, functions and architecture of the reference model were adopted by the Eurasian Inter-Governmental Council's Decision No 6 dd 30 April 2019
- In 2017, UNCTAD assisted in reviewing our business processes, including the WB's Doing Business results for Kazakhstan
- There was also a pilot, which covered a certain number of users or a region, depending on the module functionality, before the full-fledged running of the Single Window modules.



### 3. Institutional arrangements

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- 12 ministries and agencies responsible for the export and import transactions were engaged in designing the Single Window.
- Proposals on how to develop the Single Window were put forward by the Commission, an advisory body chaired by the First Deputy Prime Minister, under the Government of Kazakhstan
- The implementing agency for Single Window is the State Revenue Committee, Ministry of Finance.





## 4. ICT infrastructure

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- Based on UNCTAD's proposal, we have used a ready-made solution – **ASYCER** platform for SW implementation, which subsequently was retrofitted to comply with the local regulatory provisions.
- The Single Window Working Group consisted of members from 30+ government authorities.
- The Project was funded by the Government.





## 4. ICT infrastructure

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Operational requirements – the following key principles underlie the development of Single Window:

- Scalability
- Integration
- Distribution
- Transparency
- Succession
- Flexibility
- Complexity
- Reliability
- Information Security
- Modularity
- Hierarchy
- Purposefulness



## 5. Single Window users

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- Traders
- Customs brokers
- Customs carriers
- Warehouse operators
- Duty Free shops owners
- Authorized Economic Operators
- IPR holders
- Goods Certification agencies
- Government employees





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- Single Window is compatible with the integrated information systems of the Eurasian Economic Commission and neighboring countries-members of common EAEU processes (*data exchange*).
  - Single Window Development Plan is an integral part of Kazakhstan President's Program of institutional reforms for industrial development and economic growth
  - Business community of Kazakhstan, represented by the National Chamber of Entrepreneurs, plays a significant role in making the Single Window user-friendly and popular.
  - The traders have consultations and awareness raising on the benefits of Single Window.



## 6. Challenges and benefits

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Major challenges on the way to Single Window implementation :

- Lack of engagement from the government agencies and organizations;
- Remote work by certain international vendor's staff (*different time zones, irresponsiveness for urgent matters*)

Benefits for the government:



- Transparency of customs authorities and other government agencies
- No human factor influencing decision making and less avenue for corruption
- Labor costs savings for the state agencies

Benefits for individuals/businesses:



- Faster customs formalities
- Reduced time costs
- No need to submit supporting paper documents
- Avoiding contacts with the service providers.



## 7. Single Window advantages

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«Single Window provides access to documents and information required for the export and import transactions, including:

- Permits and licenses;
- Preliminary rulings on classification and origin of goods;
- estimation of customs duties and taxes;
- customs-related public services;
- catalogues and registries;
- regulatory framework;
- reports and statistics



## 8. Lessons learned and recommendations

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- Learn experience of advanced countries, including reliance on recommendations of international experts;
- Establish an advisory body (Commission) under the Government to ensure engagement of concerned ministries and agencies; adopt a Single Window Implementation Plan;
- Establish a working group consisting of relevant ministries and agencies, including business entities;
- Identify funding sources;
- apply cutting edge information and communication technology



**Thank you for attention!**



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