
CAREC Workshop on Single Electronic Window Development

Summary of Case Studies

**CHAN FOOK SENG
TESVIN CHOON
14 JULY 2009**

Agenda

ADB

- About the TA
- Case Studies



TA-6437(REG) - Integrated Trade Facilitation Support for CAREC

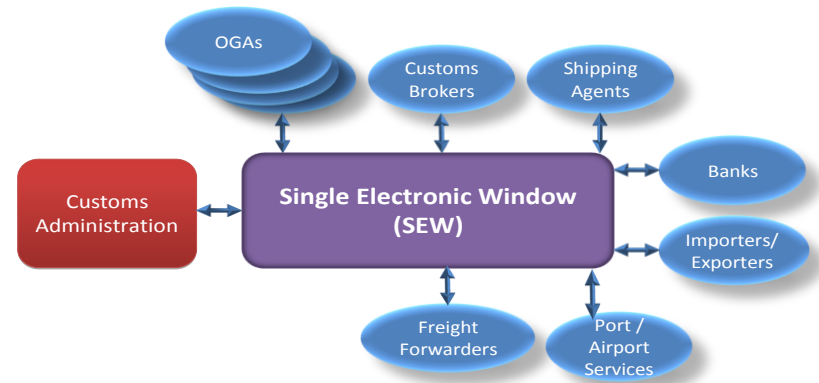
**Consultants: CHAN FOOK SENG
TESVIN CHOON**

Period: MAY to JULY 2009

Objectives



- Promote the adoption of Single Window (SW)
- Agree on a common concept of SW
- Develop Roadmap to adopting SW



Scope of Work

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Prepare roadmaps to adopt national SW
- Diagnostic studies to assess progress of SW initiatives
- Determine training needs to improve implementation and speed up adoption of SW in CAREC
- Identify major steps that will lead to a regional SW for CAREC

Places of Assignment

ADB

- Mongolia
- Kyrgyz Republic
- Azerbaijan
- Uzbekistan



Schedule



COUNTRY	DATE FROM	DATE TO
Mongolia	11 May 09	13 May 09
Kyrgyzstan	15 May 09	20 May 09
Uzbekistan	27 May 09	29 May 09
Azerbaijan	8 June 09	10 June 09

CASE STUDIES

MONGOLIA

ADB



List of Stakeholders Met



- Mongolian Customs General Administration
- Mongolian National Chamber of Commerce and Industry
- National Committee on Trade and Transport Facilitation
- Foreign Trade and Economic Cooperation Department, Ministry of Foreign Affairs and Trade
- Ministry for Road, Transport, Construction and Urban Development
- Mongolian Agency for Standardization and Metrology
- General Agency for Specialized Inspection
- Mongolian Express Co.,Ltd
- International Freight Forwarding Centre of UB Railway.
- Tuushin Co.,Ltd

Findings

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- **Resolution No 251 passed on 18 October 2006 to establish a foreign trade single window**
- **Differing concept and understanding of Single Electronic Window**
- **Differing level of computerization**
- **Un-coordinated plan for implementing SEW**
- **Scope of SEW defined is too narrow**
- **Working Group established, lead by Customs and Chamber of Commerce**

Possible Scope of SEW – Five Components

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- 1 Business to Government (B2G)**
 - 2 Business to Business (B2B)**
 - 3 Computerization of key agencies to reduce the gap of ICT readiness**
 - 4 Provision of low-cost ICT solutions to the Logistics and Trade Sectors**
 - 5 Cross-border exchange of trade declaration**
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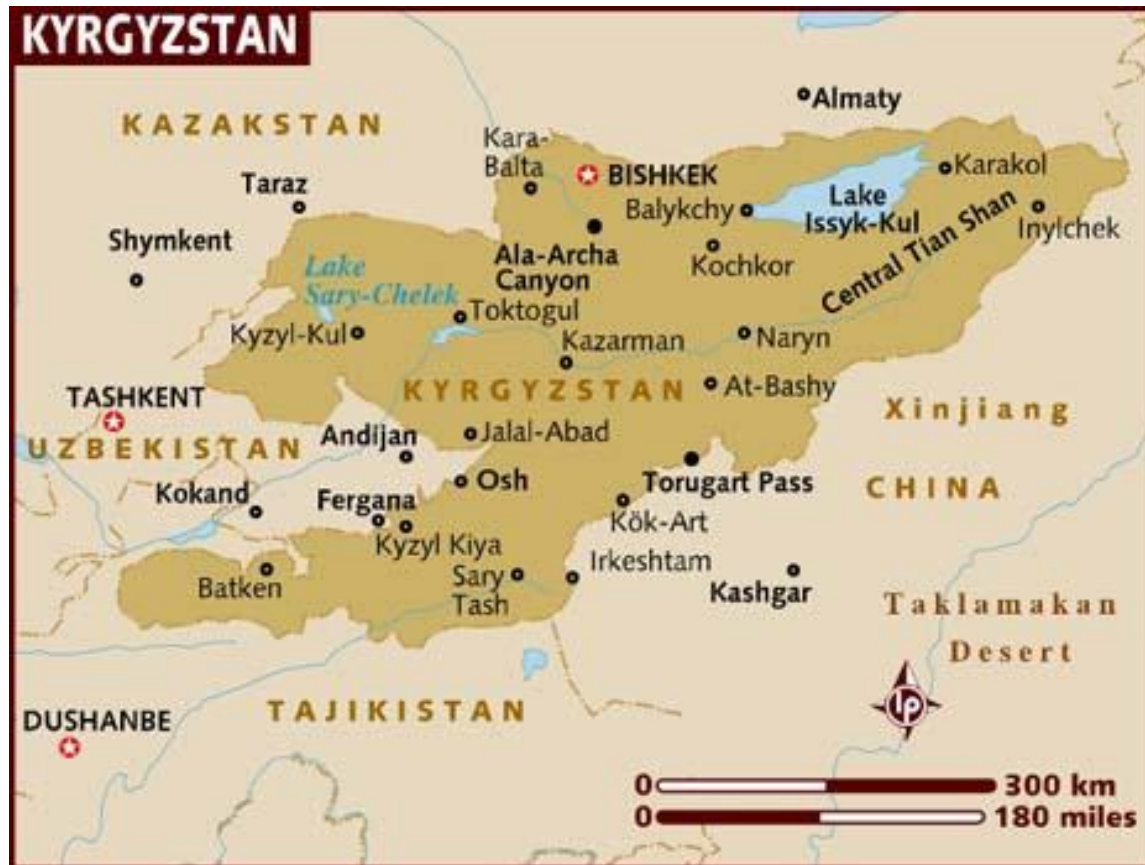
Lessons Learnt

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Need for a Lead Agency to drive the initiative
- Need for close public-private collaboration
- Need to establish a clear vision and understanding of the concept of SEW, scope, financing and business model
- Need to provide assistance to key trade agencies to computerize
- Need to provide assistance to the private sector to reduce the gap in e-readiness through low-cost solutions and training programs

KYRGYZSTAN

ADB



List of Stakeholders Met



- State Customs Committee
- Ministry of Economic Development and Trade (CAREC NFP)
- Association of Freight (Carriers) Operators
- Chamber of Commerce and Industry
- Customs Cargo Service Ltd
- International Business Council
- Secretariat of Investment Council
- German Technical Cooperation (GTZ)
- USAID Project Trade Liberalization (TSG)

Findings



- Decree No. 464 of the Kyrgyz Republic President dated 23 October 2007
- Alignment with National Goal
- Coordinated effort among International Organizations – ADB, GTZ and USAID
- Separate SEW for Business Registration
- SEW Blueprint put up by ADB has been approved by the Government
- Finalizing the Charter for the State Enterprise to operate SEW
- Private sector strongly feels that businesses must be represented in this SEW State Enterprise
- Pilot project on integrated operations at the Border by Customs

Lessons Learnt

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Importance of International Organizations working together in coordination
- To align the Single Window initiative with national initiative such as Doing Business Ranking Improvement
- Training on basic use of computer and ICT familiarization for public and private sectors
- Importance of looking beyond the national single window
- There must be adequate representation from private sector otherwise there will be reluctance to support the initiative and resistance to its implementation

UZBEKISTAN

ADB



List of Stakeholders Met

The logo for the Asian Development Bank (ADB), consisting of the letters "ADB" in white serif font on a dark blue square background.

- State Customs Committee
 - Ministry for Foreign Economic Relations, Trade and Investments
 - Uzbekistan Railway Company (SJSC)
 - Uzbekistan Road Company (SJSC)
 - Uzbekistan Airways (National Airway Company)
 - Agency for Road and River Transportation
 - Business Logistics Development Association
 - Chamber of Commerce and Industry
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Findings

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Cabinet Ministers Resolution
- Electronic Signature Act passed in 2005
- Government's Focus on Transport Infrastructure
- Limited Understanding of Single Electronic Window concept
- Working Group established and Chaired by Ministry of Foreign Economic Relations, Trade and Investments
- Customs State Committee appointed as Implementation Agency
- Other Government Agencies are yet to be involved in SEW initiative
- Draft legislation to implement SEW in progress
- Fear of SEW resulting in lax in control of prohibited items such as drugs
- Private sector feels that SEW initiative has taken too long

Lessons Learnt

The logo of the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Lack of coordination among International Organization
 - Importance to align SEW with national initiative
 - Importance of focusing on physical infrastructure building in parallel with use of ICT to facilitate trade
 - Need to create more public awareness on the right concept of SEW, its functions and benefits
 - Need to create awareness among Other Government Agencies
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AZERBAIJAN

ADB



List of Stakeholders Met

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- State Customs Committee
- Institute of Scientific Research on Economic Reforms, Ministry of Economic Development
- German Technical Cooperation (GTZ)
- International Finance Corporation (IFC)
- World Bank
- European Bank for Reconstruction and Development (EBRD)
- Azerbaijan Turkey Business Association

Findings

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- President Decree on Integration of Functions at border crossing
 - State Customs Committee as Executive Agency
 - Benefits of the Single Window implementation
 - Single Electronic Window Successfully Implemented for Business Registration
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Lessons Learnt

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

- Appointing one Executive Agency as a centralized authority to perform functions of some other agencies may work for certain countries
- Other agencies must be willing to cooperate with the Executive Agency
- SW implementation must benefit both major traders and SMEs
- ICT support must keep pace with one-stop shop implementation as otherwise benefits cannot be fully realized
- Reduction in clearance time and documents must lead to real cost-savings to the businesses

THANK YOU