

State enterprise "Single window Centre in foreign trade" of the Ministry of Economy
of the Kyrgyz Republic

National Single Window: Experience obtained in Malaysia

Background

1994

Development of the e-customs - **Dagang*Net**

Dec 2005

Asian economic community (AEC): plan for the use of ICT to facilitate cross-border trade through the Single Window

Dec 2006

Protocol for effective implementation of ASEAN Single Window (ASW) was signed: requirement for introduction of NEO in the ASEAN countries

Apr 2007

All stakeholders were included in the NSW work

Feb 2008

Ministry of Finance was assigned as an NSW authorized agency

Sep 2009

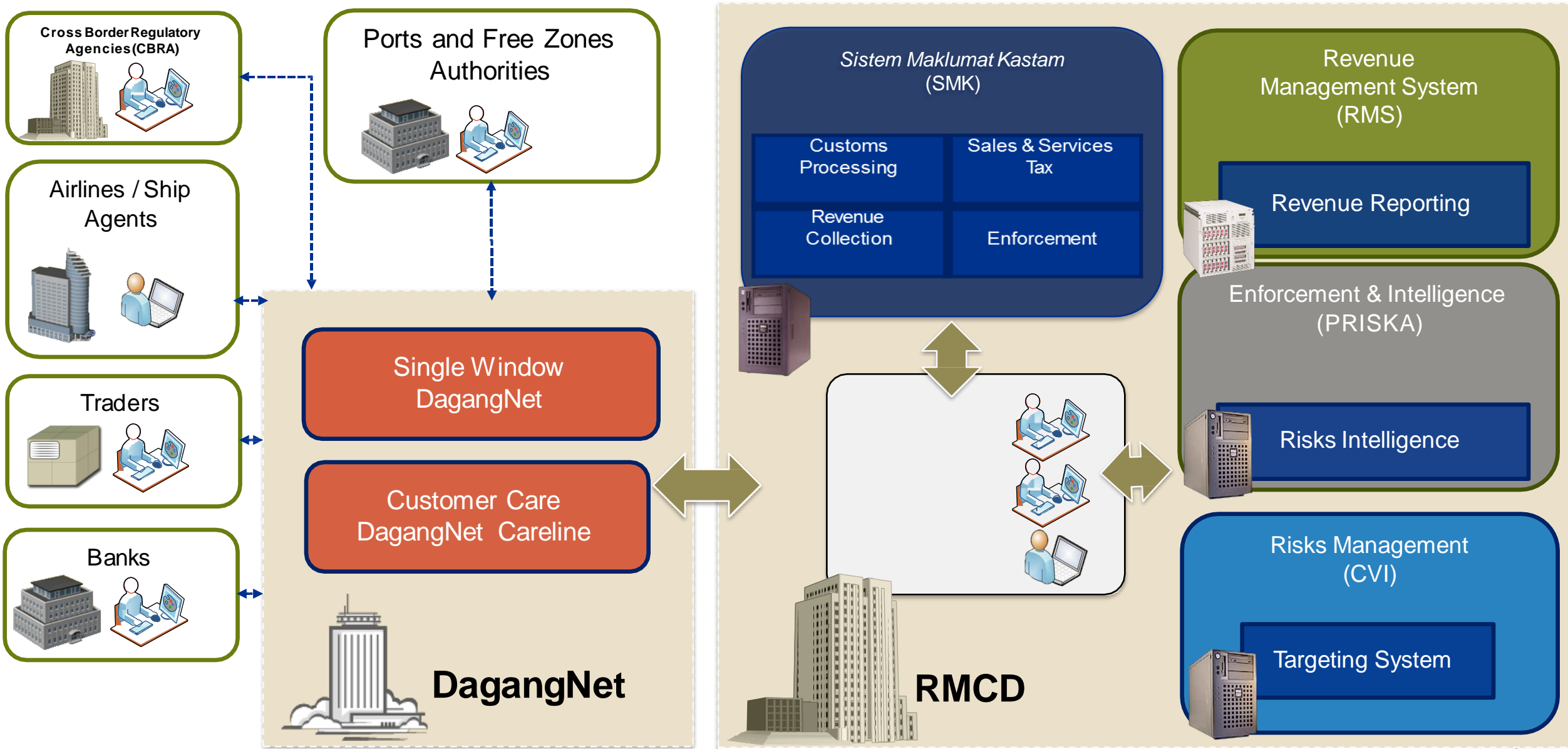
Dagang*Net was assigned as a service provider



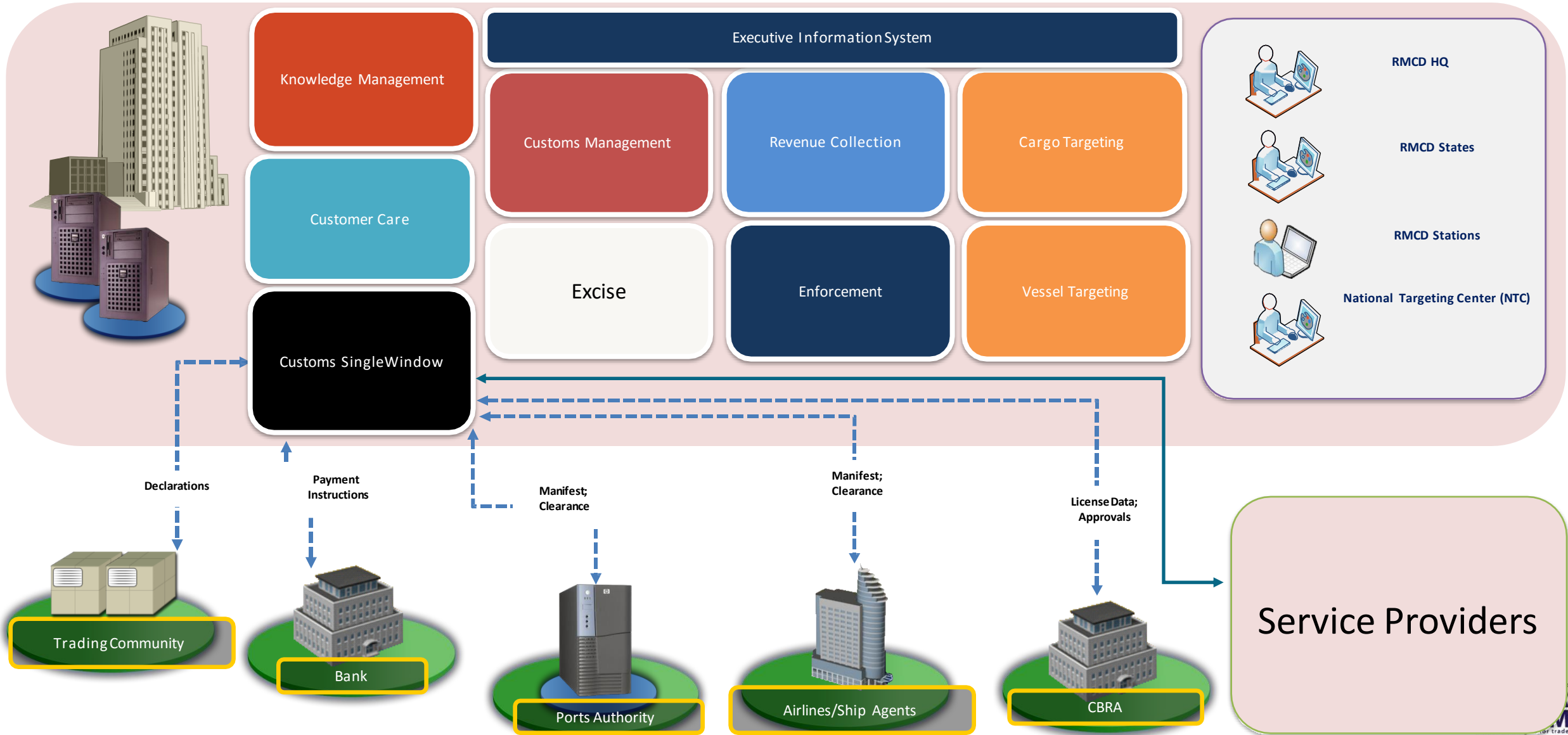
Key services



Customs today



Future system- uCustoms



Key issues

- **Political will.** Decision on creation of single window in Malaysia was made in the early 90-ies. Despite resistance of the agencies and businesses, the work in this direction did not stop. It took more than 10 years before the efforts began to bear fruit.
- **Interaction of SW with customs.** In the model of "single window", the Malaysian customs is an integral part of the system, and both, the customer and the end consumer of the product, because all SW' operations are aimed at achieving the main objective –customs procedures facilitation. The fundamental factor is that exchange of electronic documents with agencies is a high priority in the work of the customs, and duplication of paper copies is not required.
- **Interaction of SW with traders.** In the "Single Window" of Malaysia, the ePCO module was created for obtaining of certificate of origin. Since the special interface was developed for interaction of ICT-companies with this module, the traders demonstrate high level of demand for the module.

Key issues

Financial issue. Implementation of single window in Malaysia was built on the PPP principle. Because for the investor it was an ordinary business project, its main goal was the return on investments and obtaining of profit. Thus, for certain categories of users significant discounts are provided (example – agricultural products).

- **Use of DS.** A digital signature is required only for applications forwarded through the ePermit-STA module. For other cases, the ID and the user password or the use of the assigned email account are sufficient.
- **Service providers.** The new system OF Single Window of Malaysia (uCustom) involves the creation of environment in which several service providers can operate in parallel.

Thank you for your attention!