



# Single Window Information System in Tajikistan

# Single Window Information System - SWIS

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The Single Window Center operates in the form of the State Unitary Enterprise under the Customs Service of the RT

The Center was established in 2010 by the Government's Resolution

Current 26 specialists work in the Center; the Center has representation offices in four regions of the republic

Today 11 state agencies and one public organization are connected to the Center; they are involved in issuing permits for export, import and transit.

# Single Window Information System - SWIS

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In 2012 the European Union allocated funds for establishment of the system to automate procedures related to issuance of permits.

A European company was selected to implement this project in the Republic of Tajikistan

A system was developed consisting of 5 modules

Each module was named a “Portal”

# Single Window Information System - SWIS

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**Trader's Portal**

**Agency's Portal**

**Registration Portal**

**Administration's Portal**

**Customs' Portal**

# Trader's Portal



## Trader's Portal is used by:

- 1) **An economic operator (entrepreneur).** This user manages declarations and applications for obtaining permits or certificates. The user can be an individual or a legal entity engaged in external economic activities according to provisions of the Law on External Economic Activities of the Republic of Tajikistan.
- 2) **A customs broker.** This user has the right to represent multiple economic operators, manage declaration and relevant permits and certificates on their behalf, and submit customs declarations to the UAIS of the Customs Service.
- 3) **A SW authorized operator.** This user inputs data from the application and supporting documents acting on behalf of the economic operator. That is, the users, who work for the USE SWC and in regional offices of the USE SWC are authorized to provide Single Window services.

[trade.swtrade.tj](http://trade.swtrade.tj)

# Trader's Portal

The screenshot displays the 'Trader's Portal' interface. At the top, there is a header with the 'SINGLE WINDOW' logo and the text 'Портал УВЭД'. On the right side of the header, it shows the user 'Оператор ГУП (johanberg)' and the remaining time 'Оставшееся время 44м:54с'. Below the header is a navigation bar with buttons for 'Управление деклараций', 'Разрешения', 'Поиск', and 'Отчеты'. The main content area is titled 'Список задач' and contains a table with the following data:

LRN	Тип задачи	Уникальный идентификатор разрешения	Дата создания	Обновлено	Затраченное время	Источник	Действия
	Оплата	05017a1b-c473-4715-bed2-5dfab625f5a4	2014-08-09 13:30	2014-08-09 14:44	297 (дней)	Таджикистандарт, г.Душанбе	Просмотр

Below the table, there is a legend for 'статус задержки' with three categories: 0-2 дней, 3-6 дней, and >6 дней. At the bottom of the page, there is a footer with the text 'Single Window Customs - Copyright © Intrasoft International S.A. 2013 | Version: 1.2 Дата сборки: 2015-05-22' and a link to 'Contact SW Administrator'.

# Agency's Portal



## The Agency's Portal is used by:

- 1) **An authorized administrator of the SW agency.** This user will be able to administer registered users of a specific SW agency. This user will be able to generate reports on processed application, including issued applications. He/she can create new users of the agency and do editing.
- 2) **An operator of a SW agency.** This user will be able to administer applications for obtaining permits or certificate submitted by an entrepreneur or a customs broker.
- 3) **A coordinator of a SW agency.** This user coordinates applications for a specific expert or independently administers applications for permits or certificates submitted by an entrepreneur or a customs broker.

# Agency's Portal – Key Functions



Портал Ведомства



- ✓ A notification about a new application for a permit to an agency.
- ✓ A request for additional information, for example, to appoint the time and the place for a laboratory test.
- ✓ Managing laboratory examination.
- ✓ A request for payment (issuance of a permit, a laboratory examination, etc.).
- ✓ A pre-payment option.
- ✓ A response to the application for permits to the trader's portal.



# Registration Portal

The screenshot shows the Registration Portal interface. At the top, there is a blue header with the "SINGLE WINDOW" logo on the left and the text "Портал регистрации" in the center. To the right of the logo are the flags of Tajikistan, Russia, and Uzbekistan. Further right, there is a shield icon, the text "ТПП в г.Худжанд", and a dropdown menu for "Оператор ведомства (registrator.v1b2)". Below the header is a dark blue bar with a "Поиск" button and a help icon. The main content area is white and contains a "Выбор РД" section with a dropdown menu showing options like "[C1] Сертификат страны происхождения СТ-1" and "[C2] Сертификат страны происхождения - форма 'А'". To the right of this section is a "Действия" button. At the bottom, there is a footer with copyright information and a "Contact SW Administrator" link.

**SINGLE WINDOW** Портал регистрации

ТПП в г.Худжанд

Оператор ведомства (registrator.v1b2)

Поиск

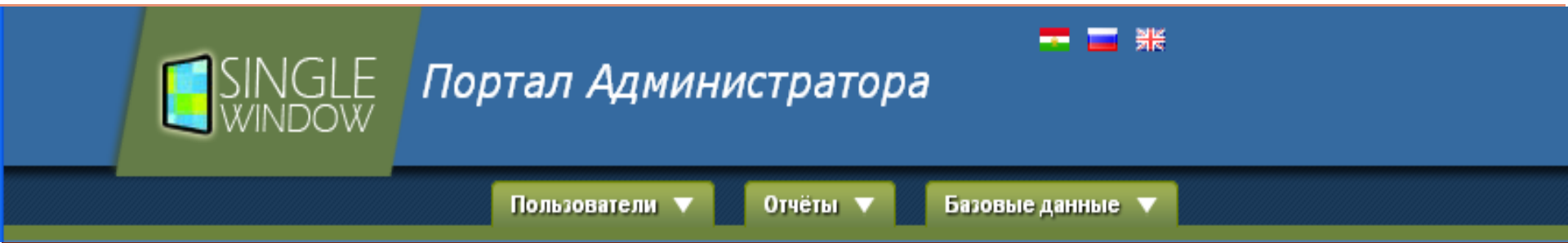
**Выбор РД** Действия

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[C1] Сертификат страны происхождения СТ-1  
[C2] Сертификат страны происхождения - форма "А"

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Contact SW Administrator

# Administrator's Portal



**The Administrator's Portal is used by the SW Authorized Administrator.**

- This user will be able to administer all registered users of the SWIS, including the creation of new users of all agencies, brokers and SW authorized operators.
- Besides, this user will be able to generate business reports.
- The user can administrate reference data and rules.

[admin.swtrade.tj](http://admin.swtrade.tj)

# Customs' Portal



Ведомство: [A8] Агентство по стандартизации, метрологии, сертификации и торговой инспекции при ПРТ ▼

Филиал ведомства: [A8B1] Таджикстандарт, г. Душанбе ▼

Тип разрешительного документа: [C15] Сертификат соответствия ▼

Номер разрешительного документа:

ИНН заявителя:

Дата получения от: 01 Май 2015

Дата получения до: 29 Май 2015

Поиск Сброс

## Результаты поиска

ИНН заявителя	Номер разрешительного документа	Дата разрешительного документа	Тип разрешительного документа	Дата получения	Приложения
225194965	785941		Сертификат соответствия	2015-05-04	<a href="#">Просмотр</a>
515211905	528643		Сертификат соответствия	2015-05-07	<a href="#">Просмотр</a>

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Thank you for attention