



STATE CUSTOMS SERVICE OF TURKMENISTAN





Country's experiences in business process review and document standardization



Trade Facilitation

One of the key drivers of economic development is the promotion and facilitation of legitimate trade.

The Customs Service promotes trade and development of international transport corridors by:

- introducing modern technologies;**
- using innovative equipment, software;**
- using international digitalization tools;**
- improving customs operations in accordance with international standards and recommendations.**



Project “Single Window for Export-Import” in Turkmenistan

The Single Window Mechanism is a trade facilitation measure and the foundation for paperless trade;

In 2021, the State Customs Service of Turkmenistan in cooperation with UNCTAD and UNDP launched the "Single Window for Export-Import Operations" project in Turkmenistan;

The project will allow persons engaged in foreign economic activity to be able to provide the information necessary to fulfill all the requirements of import and export laws through one-time submission in one system, which in turn will speed up and simplify customs clearance of goods;

22 ministries and sectoral departments of Turkmenistan participate in the Project.

Action plan for the implementation of the "Single Window " system Preparatory stage

A clear plan and sequence of actions have been developed under the Project.

The action plan includes 3 stages:

Preparatory;

Development of a prototype;

Implementation.

The preparatory stage was successfully completed, during which the following were established:

The Interdepartmental Commission – consists of the leadership of the relevant state controlling agencies (hereinafter referred to as the SCA) involved in the work of the "Single Window"

The Interdepartmental Working Group – consists of lawyers, IT specialists and functional employees.

Action Plan for Single Window Implementation Development of the Prototype

★ The “Prototype Development” stage is the most important stage in which **the business process review** and the decisions made based on its results play a key role.

★ The Single Window mechanism should reflect the current business processes

★ In cooperation with UNCTAD specialists, a functional and technical review of the SCA business processes in the field of issuing permits during customs clearance of goods was carried out



“Prototype Development” Stage Business process review

The review consisted of 4 steps:

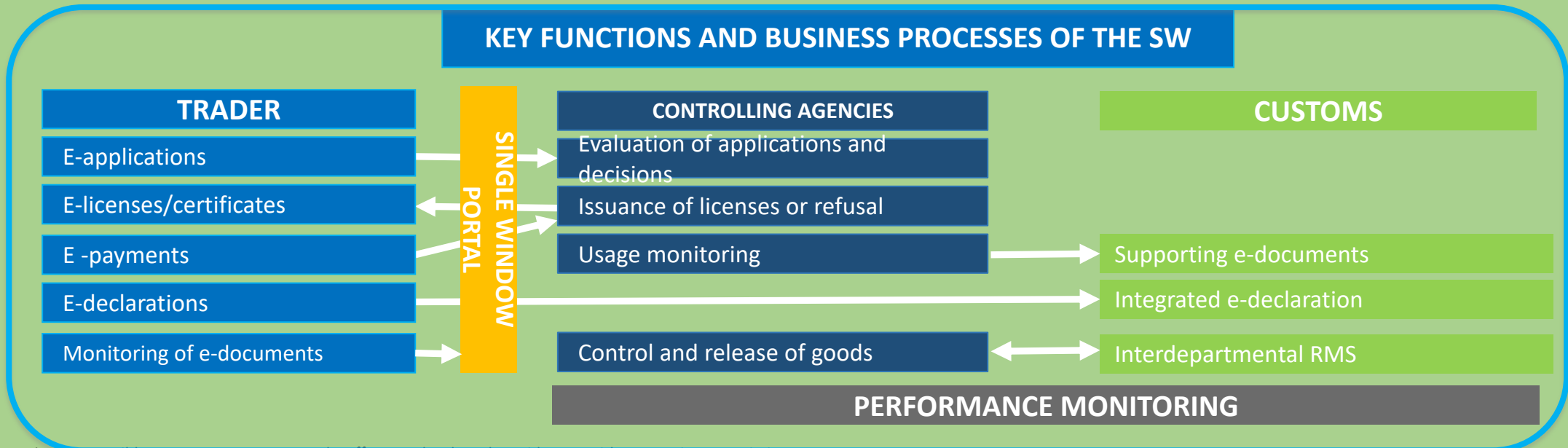
- 1. Collection of background data on the current work of the SCA;**
- 2. Analysis of the collected data;**
- 3. Findings and recommendations;**
- 4. Process reorganization.**

This stage has also been successfully completed.



Single window platform in Turkmenistan

Single window platform in Turkmenistan Functional blocks/components



Single Window Portal General Provisions

- The project "**Turkmenistan's Single Window for Export-Import Operations**" involves the automation of procedures, documents and interdepartmental business processes related to import and export operations of Turkmenistan. Below is the list of the state controlling agencies participating in the Single Window project and the relevant documents issued:

The Ministry of Agriculture and Environmental Protection of Turkmenistan

- | | |
|---|--|
| <ul style="list-style-type: none">• The State Plant Quarantine Service | <ul style="list-style-type: none">• The quarantine permit for import and transit of products |
| <ul style="list-style-type: none">• The Veterinary service | <ul style="list-style-type: none">• The act of quarantine inspection• The phytosanitary certificate for export and re-export of products• The import license for veterinary medicinal products• The permission for import and transit of products subject to veterinary control• The veterinary permit for import (guwanama)• Certificates Form No. 1, Form No. 2, Form No. 3 |
| <ul style="list-style-type: none">• The State Service of Seed Production and Variety Testing | <ul style="list-style-type: none">• The certificate of conformity |
| <ul style="list-style-type: none">• The Environment Protection Service | <ul style="list-style-type: none">• The permit for import/export of ozone-depleting and other substances and products |

Single Window Portal General Provisions

The Ministry of Health and Medical Industry of Turkmenistan

- **The State Sanitary and Epidemiological Service**
- **The Center for Registration of Medicinal Products and State Quality Control**
- The certificate of conformity
- The license for import of medicines and medical products

The Ministry of Trade and Foreign Economic Relations of Turkmenistan

- **The State Trade Control Service of the Ministry of Trade and Foreign Economic Relations**
- **The FER Analysis Department, FER Departments of the Ministry of Trade and Foreign Economic Relations of Turkmenistan**
- The import license for alcoholic beverages and tobacco products
- The certificate of origin "General Form"
- The permission for import of precursors and other products

The Ministry of Finance and Economy of Turkmenistan

- **The Ministry of Finance and Economy of Turkmenistan**
- Registration of gratis supplies (the Opinion)

Single Window Portal General Provisions

Other State Agencies of Turkmenistan

• Agency "Turkmenhovayollary"	• The Certificate of conformity
• Main civil service "Turkmenstandartlary"	• The Certificate of conformity
• The State Customs Service of Turkmenistan	<ul style="list-style-type: none"> • The Entry in the Registries of Owners of Customs Warehouses and Temporary Storage Warehouses (TSW) • The Entry in the Registries Customs Representatives • The Entry in the Registries of Duty Free Shop Owners
• The Chamber of Commerce and Industry of Turkmenistan	<ul style="list-style-type: none"> • Certificate of origin form "ST-1" • Certificate of origin form "A"
• The Union of Industrialists and Entrepreneurs of Turkmenistan	• Letter (guwanama)
• The State agency "Turkmenaragatnashyk" ("Turkmencommunications")	• The Permission to import radio-electronic means and high-frequency devices
• The State Agency "Turkmenavtoyollary"	• The loading permit, register of carriers
• The Central Bank of Turkmenistan	• The transaction passport
• The State Commodity and Raw Materials Exchange of Turkmenistan	• Registration of foreign trade contracts
• The State Concern "Turkmenkhimiya"	• The permit to import pesticides and other agrochemical substances

The Action Plan for implementation of the "Single Window " system

Work has been carried out to improve the customs legal framework;

The concept of the system "Single window for export-import operations" - paragraph 29 Part 1 Article 5 of the Customs Code of Turkmenistan;

The requirement for standardization of documentation - Part 5 Article 7 of the Customs Code of Turkmenistan

Action Plan for implementation of the "Single Window" system. Implementation Stage

- Key activities at the Implementation Stage:
 - Organization of courses
 - System piloting
 - System launching
 - Testing of the Interdepartmental RMS
- The work under this stage is being actively carried out for the successful implementation of the Project in the country



Thank you for your attention!

WWW.CUSTOMS.GOV.TM

info@CUSTOMS.GOV.TM