Q1: TITLE OF CASE STORY

Single Window of Information and Communication Technologies (*autotranslation)

Q2: CASE STORY ABSTRACT

The simplification of the administrative proceedings relating to the importation and marketing of telecommunications terminal equipment and radio-electric equipment, Tic-stop has been created within the CERT by decree No. 2639 of July 21, 2008 to provide the administrative permits entering said frame. It includes a variety of stakeholders représentants in the field of information and communication technologies.

Q3: LONG DESCRIPTION OF THE CASE STORY

The Tic-stop set up an information system and business management applications customer requests to:
- automate approval procedures and technical control,
- ensure efficiency and customer application processing speed,
- ensure transparency of approval procedures and technical control,
- reduce the time required for customs clearance samples, ensure adequate service and better quality,

These business applications Single Window Tie integrate decision support modules such as:
- Regulatory consultation Module
- Risk Management Module
- Statistics Module
- Security Module
- Traceability module
- Backup Module

The single window of ICT also offers its customers and various partners (regulatory body) a multitude of benefits and services through the customer areas, partner and work integrated at https://guichetunique-tic.cert.tn its website, it also ensures great flexibility and ease of use for the deposit of client requests, their consultation and monitoring.

Q4: Please add here web links to project/programme materials.

https://guichetunique-tic.cert.tn
**Q5: YOUR CONTACT DETAILS**
Name: GU-TIC
Ministry/Institution/Organization: Centre d'Etudes et de Recherches des Télécommunications (CERT)
Country: Tunisia
Email Address: cert@cert.mincom.tn

**Q6: FUNCTION**
Public sector

**Q7: FUNDING PARTNER** Tick the appropriate box(es)
Other (please specify) Financement autonome

**Q8: Additional information**
Respondent skipped this question

**Q9: START DATE OF PROJECT/PROGRAMME**
Juillet 2008

**Q10: STATUS OF PROJECT/PROGRAMME**
Fully implemented

**Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME**
More than 5 years

**Q12: COST OF PROJECT/PROGRAMME**
Between US$200,000 - US$500,000

**Q13: Additional information**
Respondent skipped this question

**Q14: TYPE OF FUNDING FOR PROJECT/PROGRAMME**
Grant

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**Q15: PROJECT/PROGRAMME TYPE**
Single country / customs territory

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**PAGE 7: C.2) ABOUT THE CASE STORY**

**Q16: SINGLE COUNTRY/CUSTOMS TERRITORY**
TUNISIA

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**PAGE 8: C.2) ABOUT THE CASE STORY**
Q17: REGION (If the region does not appear in the drop down menu, please enter manually.)
North Africa and the Middle East

Q18: MULTI-COUNTRY (Enter all countries or customs territories)
Respondent skipped this question

Q19: CASE STORY FOCUS Tick the appropriate box(es)
Upgrading network infrastructure (ICT, power, telecoms)
Improving the regulatory environment for services
Improving skills levels in service sectors

Q20: HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME Tick the appropriate box(es)
Successful

Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)
Officials trained,
New or updated electronic single window,
Laboratory testing facilities,
New conformity assessment procedures or processes
New laws, rules or regulations on services,
Services sector skills

Q22: Additional information (maximum 300 words)
Respondent skipped this question
### PAGE 13: C.7) ABOUT THE CASE STORY

| Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME | Reduction in customs clearance time, |
| Tick the appropriate box(es) | Reduction in other border agency clearance time |
| | Reduction in cost of customs clearance, |
| | Reduction in cost of other border agency clearance |
| | Increase in merchandise imports |

| Q24: Additional information (maximum 300 words) | Respondent skipped this question |

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| Q25: WHAT WERE THE IMPACTS OF THE PROJECT/PROGRAMME | Increase in foreign investment, |
| Tick the appropriate box(es) | Increase in consumer welfare |

| Q26: Additional information (maximum 300 words) | Respondent skipped this question |

### PAGE 15: C.9) ABOUT THE CASE STORY

| Q27: LESSONS LEARNT | Importance of good project design, |
| Tick the appropriate box(es) | Importance of agreeing clear project monitoring and evaluation process and procedures |

| Q28: Additional information (maximum 300 words) | Respondent skipped this question |

| Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK | M&E framework used |
| Tick the appropriate box(es) | |

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