



PAGE 4: B.1) YOUR CASE STORY: TITLE AND DESCRIPTION

Q1: TITLE OF CASE STORY

Customs Modernization and the Development of the Single Window (SW) facility for export/import and transit procedures

Q2: CASE STORY ABSTRACT

Since 2008, the Government of Tajikistan has been developing a Single Window (SW) facility for export/import and transit procedures with the support of development partners to reduce the costs associated with exports and imports and improve trade facilitation conditions in the country. The SW is based on a comprehensive Action Plan for removing regulatory and procedural barriers to trade, as well as a Concept Paper and a programme for establishing a Single Window (SW) facility for export/import and transit procedures by 2015. The Action Plan that was adopted under the Government Decree No.487 of October 2008, while the Concept paper was adopted under the Government Decree No.659 of December 2008. . In 2014, efforts entered a new phase by integrating the recommendations emanating from the UNECE Study in regulatory and procedural barriers to trade (<http://www.unece.org/fileadmin/DAM/trade/Publications/ECE-TRADE-410E.pdf>), into national plans, including Tajikistan's post-WTO action plan

Q3: LONG DESCRIPTION OF THE CASE STORY

In 2008, the Government of Tajikistan launched a comprehensive Action Plan for removing regulatory and procedural barriers to trade, as well as a Concept Paper and a programme for establishing a Single Window (SW) facility for export/import and transit procedures by 2015. Designed within the context of a participatory approach, the programme envisages: (i) centralizing all trade-related procedures and services in a SW facility, which brings together all relevant State agencies, and; (ii) ensuring compliance with the Revised Kyoto Convention, the WTO-administered multilateral trading system and internationally recognized best practices.

Single Window participating agencies are:

- ~ Chamber of Commerce and Industry
- ~ Service of the State Sanitary and Epidemiological Supervision of the Ministry of Health
- ~ Service of the State Supervision of Pharmaceutical Activities of the Ministry of Health
- ~ State Veterinary Service of Supervision under the Ministry of Agriculture
- ~ Centre for the State Supervision of Veterinary Drugs
- ~ Service of the State Inspection for Phytosanitary and Plant Quarantine under the Ministry of Agriculture
- ~ Agency on Standardization, Metrology, Certification and Trade Inspection under the Government of the Republic of Tajikistan
- ~ Communication Service under the Government of the Republic of Tajikistan
- ~ Ministry of Culture
- ~ State Assay Supervision under the Ministry of Finance

The SW programme stipulates a phased approach. The first phase focuses on standardizing, simplifying and automating the exchange of information and documentary requirements associated with customs clearance, thereby setting the context for including other agencies, such as logistics service providers, during a

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subsequent second phase.

The technical specifications of the envisaged SW correspond to UNECE Recommendation 33, whereby all parties involved in pre-clearance, clearance and post clearance formalities, including payment of customs duties and taxes, are interconnected around a single platform, the Single Window Information System (SWIS). To be more specific, the platform is designed to provide the following services:

- Information services, including of up-to-date information on normative and legal documents, which will also be made available on the SW system website.
- Communication services, including automated submission and transmission of documents and routes submissions in a timely manner to relevant State agencies for their consideration; online monitoring of requests processing and the status of documents; and, message exchange.
- Trade statistical services.

All participating agencies, commonly referred to as SW agencies, will be electronically linked to the SWIS platform, which will be placed under the Customs Control following the Swedish SW model. As explained by Customs officials, requests for permits and authorizations will be submitted via the SWIS by traders in a single entry, and traders will be able to monitor the processing of their requests. Once the data is entered, it is automatically routed to customs information system, which generates risk profiles and provide information about the documentary requirements and the agencies responsible for issuing the documents. The information is reviewed by Customs to ensure due diligence in managing risks, and is then forwarded to other SW agencies responsible for preparing the required trade documents. Once prepared, the electronic trade documents are routed to the Customs information system for final control.

Progress in implementing the Action Plan has involved the creation of a Unified Automated Information System (UAIS) by the Customs Service for simplifying customs procedures and supporting the implementation of risk based management. The UAIS aligns information requirements to the internationally recognized Single Administrative Document (SAD) that was introduced in paper form in 2010, and will be connected with the SWIS platform.

The UAIS has also contributed to simplifying and streamlining the procedures associated with confirming the payment of customs duties, which traders have to complete in order to release their goods from customs. Payment of customs duties is organized in two ways. The first is direct payment through banks, and the introduction of the UAIS has meant that instead of requesting the trader to provide payment conformation letter, the transfer of money to treasury account is confirmed electronically using the system. The second payment method, which is the most common, involves payment in cash at designated “cash desks” in customs offices.

Key achievements have also involved the creation of the SWIS prototype and an autonomous management body, the State Unitary Enterprise “Centre the Single Window” (SUE SW) One Stop Shop facility, to operate the SWIS platform and provide the SW services pursuant to the Government Resolution No. 503 of October 2, 2010. The Centre, which is placed under the control of the Customs Service, is assisted by an interagency steering committee, the “Single Window Interagency Coordination Committee” (SWCC), which brings together representatives from relevant State agencies and the business community, so as to ensure broadest possible participation, transparency and responsiveness to emerging needs.

The efforts to develop the Single Window commenced shortly after the entrance of the new Customs Code into force, when the Customs Service adopted the concept of risk management and associated principle of risk-based selectivity, as a reference framework for guiding customs operations as per Customs Service’s internal order No. 126 of August 04, 2008. Future plans include, among others, implementing the law on digital signatures, developing the information systems of all SW State agencies, rolling out the UAIS to all Customs offices, and establishing an interface with the SWIS platform so that the two systems could complement each other.

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

Customs Service institutional web-site (www.customs.tj)
Single Window - Tajikistan. <http://www.intrasoft-intl.com/e-customs/tjsw?lang=en>

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Q5: YOUR CONTACT DETAILS

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Q6: FUNCTION

Public sector

Q7: FUNDING PARTNER Tick the appropriate box(es)

Multilateral organization

Q8: Additional information

Respondent skipped this question

Q9: START DATE OF PROJECT/PROGRAMME

2010

Q10: STATUS OF PROJECT/PROGRAMME

On-going

Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME

More than 5 years

Q12: COST OF PROJECT/PROGRAMME

Between US\$1 million and US\$5 million

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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Q16: SINGLE COUNTRY/CUSTOMS TERRITORY	TAJIKISTAN
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Q17: REGION (If the region does not appear in the drop down menu, please enter manually.)	Central Asia
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Q18: MULTI-COUNTRY (Enter all countries or customs territories)	<i>Respondent skipped this question</i>
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Q19: CASE STORY FOCUS Tick the appropriate box(es)	REDUCING TRADE COSTS FOR MERCHANDISE GOODS , Customs reform, Other border agency reforms
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Q20: HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME Tick the appropriate box(es)	Successful
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Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)	Officials trained, Customs laws amended or updated, Other border agency law updated, New customs procedures, New other border agency procedure, New or updated electronic single window
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Q22: Additional information(maximum 300 words)

The program is still ongoing

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Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME Tick the appropriate box(es)

Reduction in customs clearance time,
Reduction in other border agency clearance time
,
Reduction in cost of customs clearance ,
Increase in customs rejections,
Reduction in customs rejections,
Reduction in informal payments

Q24: Additional information(maximum 300 words)

Respondent skipped this question

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Q25: WHAT WERE THE IMPACTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)

Other (please specify)
The single window is in early stages and still being implementing.

Q26: Additional information(maximum 300 words)

The single window is in early stages and still being implementing.

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Q27: LESSONS LEARNT Tick the appropriate box(es)

Importance of good project design,
Importance of alignment with national priorities,
Importance of alignment between different development partners in programming
,
Importance of engagement by private sector,
Importance of attention to long-term sustainability

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Q28: Additional information(maximum 300 words)

Respondent skipped this question

Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK Tick the appropriate box(es)

M&E framework used