

RÉPUBLIQUE DU CONGO

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UNECE Single Window Case Study Repository
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Governance – La Gouvernance

<p><i>Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.</i></p>	<p>YES : The Board of Directors is the body responsible for steering the Single Window. Government agencies are</p> <ul style="list-style-type: none"> • Ministères techniques ; • Les Administrations ; • Les Entreprises publiques et privées ; • Les organisations patronales ; • Les chargeurs ; • Les acteurs logistiques ; • Les professionnels de transports ; • Etc.
<p><i>Is it enshrined in national legislation? (please list the legislation[s])</i></p>	<p>YES : Law No. 13 of 19 July 2013 establishing the Single Window for Cross-Border Operations (GUOT)</p>
<p><i>If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?</i></p>	<p>YES : There is a National Facilitation Committee, of which almost all members sit on the Board of Directors of the Single Window of Transboundary Operations (GUOT) as a director or expert. With a separate jurisdiction.</p>
<p><i>How is coordination between the participating government agencies in the SW Managed? and how often does the above Committee meet, if one exists?</i></p>	<p>The coordination is done through the various partners' meetings on trade facilitation under the chairmanship of the Single Window of Transboundary Operations (GUOT). The committee meets twice a year in balance and budget sessions.</p>
<p><i>Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?</i></p>	<p>There is only one Single Window in Trade Facilitation in Congo which is the Single Window for Cross-Border Operations (GUOT).</p> <p>On the other hand, there are other Single Windows on other questions such as: the creation of a company by the Congolese Agency for the Creation of Enterprises (ACPE), the collection of taxes and customs duties (GUD: Single Window of Clearance).</p>

Establishment

<p><i>Have you notified the establishment of a SW as category A, B or C type of measure under the WTO Trade Facilitation Agreement (Article 10.4)?</i></p>	<p>he Single Window for Cross-Border Operations (GUOT) is a Category A window that meets the requirements of Article 10.4 of the Bali Trade Facilitation Agreement.</p> <p>The GUOT allows the single point submission of information and documents necessary for import, export or transit.</p> <p>The information from the GUOT is the only one that all actors handle.</p>
<p><i>What is the current status of the facility (study, pilot phase, running)?</i></p>	<p>The Single Window of Cross-Border Operations is in operation phase, so operational.</p>
<p><i>What motivated the establishment of your Single Window (SW)?</i></p>	<p>Reduction of costs and delays of goods crossing borders;</p> <ul style="list-style-type: none"> ▪ Simplification of procedures, facilitation of administrative, commercial and customs formalities; ▪ Transparency and traceability of operations; ▪ The competitiveness of port and airport areas; ▪ Improving the business climate.
<p><i>What year was it established?</i></p>	<p>The Single Window for Cross-Border Operations was created in 2013.</p>
<p><i>How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?</i></p> <p>Comment le guichet unique at-il interagi avec les systèmes existants (systèmes existant avant le projet de guichet unique - le cas échéant) ?</p>	<p>The One-Stop Shop is interoperable with existing systems such as: Customs SYDONIA, the COTECNA PCCI system, the Congolese Chargers Council BESC system, the CARGO system of the Port Autonome de Pointe-Noire, the OSCAR system of accelerators, etc. . the means of API (WEB SERVICES).</p>
<p><i>Did any other country's SW model serve as inspiration or model? (which ones)</i></p>	<p>Inspired by SINGAPORE and MAURITIUS</p>
<p><i>What process was followed in setting it up? Was there a pilot project? How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction)</i></p>	<ul style="list-style-type: none"> ▪ 2006: The setting up of a steering committee and the project team; ▪ 2013: the creation by law n ° 13 -19 July 2013 of GUOT; ▪ 2014: Effective operationalization; ▪ November 03, 2014: First transaction at the Single Window. <p>Thus the project was realized in nine (09) years.</p>
<p><i>What kind of training for the staff was required in the establishment and how was it organized ?</i></p>	<p>After the development of the system, computer scientists were recruited and trained in the transfer of skills and technology.</p> <p>Other managers have been trained in business process management.</p>

Services

<p><i>What services does the SW provide? What process/ documents/ information (data) are covered ? (include a check list of key business processes and/or documents here)</i></p>	<p>The Single Window of Cross-Border Operations (GUOT) offers dematerialization services for the following documents:</p> <ul style="list-style-type: none"> - Electronic declarations of import and export (DI / DE); - Import and export tickets (TI / TE); - The electronic manifest.
<p><i>How many transactions per day are handled ?</i></p>	<p>The Single Window averages 332 transactions per day. (All documents combined)</p>
<p><i>What percentage of total transactions ? [what % of a) total export declarations and b) total import declarations]</i></p>	<p>The Single Window of Cross-Border Operations (GUOT) carries out transactions of the order of:</p> <ul style="list-style-type: none"> - Export declaration: 6% - Import declaration: 61% - Other transactions: 23%
<p><i>Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?</i></p>	<p>The Single Window for Cross-border Operations (GUOT) is intended to cover all modes of transport (air, sea, rail, land). This specificity is linked to the geographical position of the Republic of Congo, which is a transit country. 90% of the exchanges pass by sea (via the Autonomous Port of Pointe-Noire). At present only the maritime mode is operational.</p>
<p><i>Who are the clients of the SW? And how many clients does the SW have at the present time?</i></p>	<p>The customers of the Single Window of Transboundary Operations (GUOT) are:</p> <ul style="list-style-type: none"> - importers and exporters; - logistic actors, - the banks ; - Etc.
<p><i>Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.</i></p>	<p>The Single Window for Cross-Border Operations provides a complete service in that it allows the submission of information in one single point which is the electronic platform of GUOT (SEG). All documents are submitted from the GUOT System and route to the actors involved in foreign trade. See: www.guot.org/content/portail</p>

Operational Mode- mode operationnel

<p><i>How does it work? (step by step functioning)</i> <i>What is the operational model for the SW (describe the operational structure)?</i></p>	<p>The procedure for accessing the GUOT electronic system for carrying out import or export operations is simple: The user connects to the portal according to his profile (importer, forwarders, banks ...) from a secure access card. Once in his profile, the user completes a unique form according to his request (DI, DE, IT), he attaches the supporting documents (invoices, packing list, special authorization, ...). He shall submit the file simultaneously to the competent authorities empowered to issue the necessary licenses, visas or electronic signatures.</p>
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	<p>The administration in charge of validations receives the information, consults it, gives its appreciation and signs electronically.</p> <p>The user is notified of the state of treatment of his file by sms through a system of time stamping.</p>
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Business Model- Modèle d'affaires

<i>What is the business model?</i>	<p>The economic model of the Single Window of Cross-Border Operations is based on the public-private partnership centered around a Board of Directors that deliberates on major issues or directs the management of GUOT.</p> <p>The business model is based on the package and not the transaction.</p>
<i>How is it financed (government, private sector, Private-Public partnership)?</i>	<p>The Single Window is 100% financed by the Congolese State, which is the sole shareholder.</p>
<i>Have parts or the entire development and/or management of the facility been outsourced to a private contractor?</i>	<p>The development of the GUOT Electronic System has been outsourced by an international firm, as project manager.</p>
<i>What were the costs of establishment of the facility?</i>	<p>The development and installation of the Single Window Electronic System cost three billion five hundred and ten million seven hundred and forty-four Francs (3,510,945,744 XAF) or five million three hundred and fifty-two thousand four hundred and two euros, two hundred and eighty-two cents (€ 5,352,402.282)</p>
<i>How were the costs initially performed? (assessment, tender...) Did you have assistance establishing the estimate?</i>	<p>The evaluation of the costs was made on the basis of a call for tenders. This call was made taking into account the specifications drafted by the Congolese State with the assistance of a French consulting firm.</p>
<i>What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?</i>	<p>Single Window implementation costs exceed operating costs.</p>
<i>What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?</i>	<p>A one-stop shop is not meant to make a profit. Its purpose is to provide services to users as a facilitation tool.</p> <p>The payment model is fixed price and not the transaction.</p>
<i>Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?</i>	<p>The one-stop shop has a funding model backed by the state budget.</p>
<i>Do the revenues generated cover operational costs or do they make a profit?</i>	<p>Revenue generated covers operational costs.</p>
<i>Are the revenues (if any) reinvested in the SW?</i>	

Technology-Tecnologie

<i>What technology is used?</i>	The one-stop shop uses Microsoft technologies (SQL Server, Biztalk, Asp. Net, Csharp (C #), Sharepoint, Etc ... For security, the one-stop shop uses PKI for authentication and electronic signature.
<i>How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?</i>	The data is submitted electronically in text, PDF, Jpeg format. The transmission of data is done in XML via the web services.
<i>Where are data sent and stocked (government or private entity)?</i>	The data processed by the one-stop shop is stored in a government infrastructure.
<i>Who can submit data (importer, exporter, agent, customs broker)?</i>	Any user of the electronic platform GUOT (importer, exporter, forwarders ...) can submit the data in the system.
<i>If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?</i>	The submission is unique in one point.
<i>Can client systems interface directly with the SW?</i>	yes
<i>Is an electronic signature used in you SW? if yes it is mandatory and for which processes?</i>	Yes for all processes

Promotion and Communication – Promotion et Communication

<i>How did you promote the Single Window facility?</i>	Through Information, Education and Communication (IEC) campaigns.
<i>How are all stakeholders kept informed about the facility's progress?</i>	Partners and users are informed via the GUOT website but also through periodic consultation meetings in the context of trade facilitation.
<i>What kind of training is provided for users?</i>	On-site and à la carte training.
<i>Did you have a change and transition management program for your SW?</i>	yes
<i>Do you provide any helpdesk or customer service?</i>	yes

Legal Aspects – Les aspects légaux

<i>Is use of the facility obligatory or voluntary?</i>	Mandatory
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<i>Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?</i>	Yes by registering to the system and fulfilling the regulatory requirements.
<i>Was specific legislation (or change of old legislation) necessary? (Please specify)</i>	Yes, the decree N ° 2014-596 of November 3rd, 2014 regulating the electronic signature in the matter of electronic exchanges.
<i>How is the privacy of information protected?</i>	Through a PSSI, Information Systems Security Policy.

Standards - Normes

<i>What is the role of international standards (UN/EDIFACT, UNLK, UN LOGCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?</i>	Edifact, Guichet unique, Cefact-Onu, recommandation 33
<i>Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?</i>	Yes (WCO data model)
<i>Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.</i>	yes

Benefits - Avantages

<i>Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?</i>	
<i>What are the benefits to clients and to participating agencies?</i>	Speed of operations, Traceability, predictability, transparency,
<i>What was the impact on Customs revenues?</i>	Traceability, transparency, reduction of fraud, increase of customs revenue, ...

Lessons Learned - Leçons apprises

<i>What were the crucial success factors?</i>	Political will, membership, simplicity of application, full web application,
<i>What were the greatest obstacles?</i>	Resistance to change, mobilization of funding.
<i>What are the main lessons learned? What could have been done differently?</i>	Patience, perseverance, motivation are important for the establishment of a one-stop shop; As part of the funding, it would have been possible to have recourse to the donors rather than waiting for the government to mobilize the funds, which would have reduced the time required to implement our one-stop shop.

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Future Plans – Plans futurs

<i>What are the plans for further development of the SW?</i>	Extend to all transport links
<i>What are the biggest obstacles to further development of the SW?</i>	Funding
<i>Do you intend to make agreements concerning SW cooperation on the regional level?</i>	Yes, it is planned in the context of cross-border exchanges at the level of the CEMAC zone and the AACE.
<i>Are you planning to have agreements for exchange of data with SW running in other countries?</i>	yes

Source for further information and contact person:

Source pour plus d'informations et personne de contact :

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