Maintenance and update of the UN Trade Facilitation Implementation Guide

UF/2015/27106/UD/IH

Final Project Report

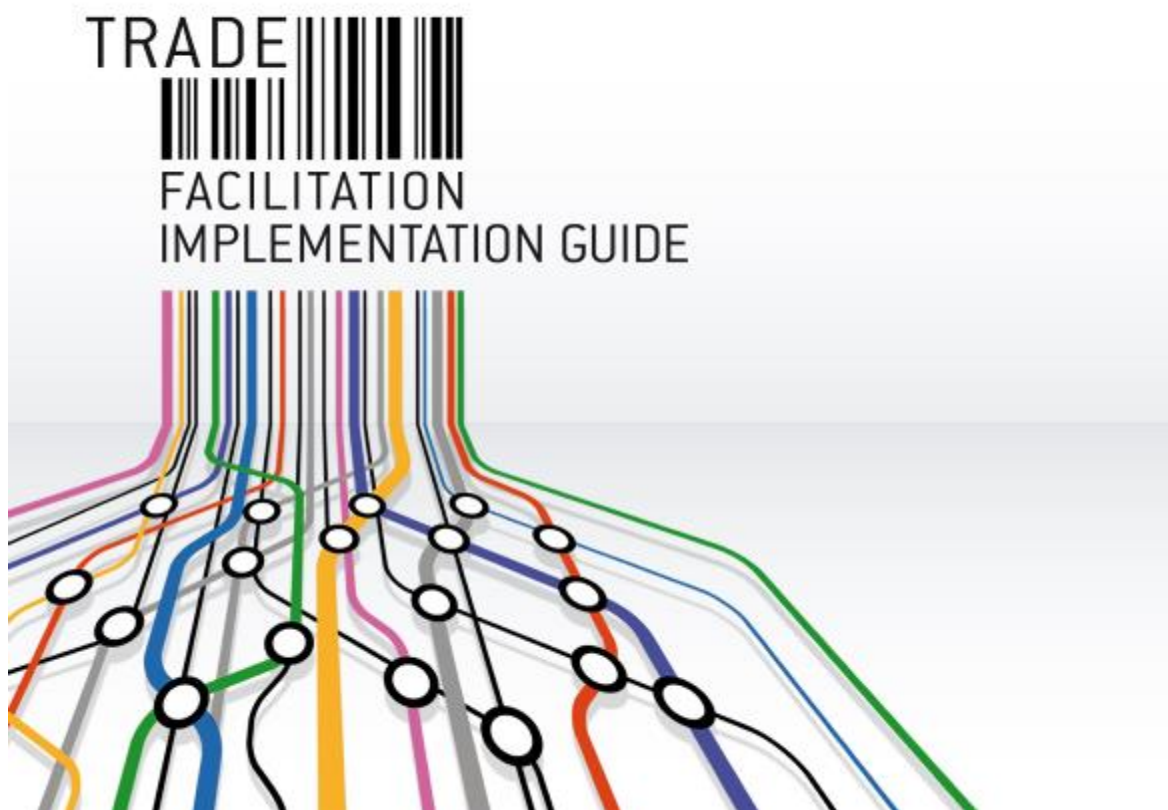### 20 July 2016

Table of Contents

1 BACKGROUND AND PURPOSE OF THE REPORT

The United Nations Trade Facilitation Implementation Guide (TFIG) is a web-based interactive tool that supports countries in the implementation of Trade Facilitation reform. It helps public and private sector actors better navigate the wide array of existing Trade Facilitation instruments in order to identify possible paths for achieving their objectives. TFIG is currently available in Arabic, English, French, Russian and Spanish at http://tfig.unece.org.

TFIG includes information on instruments and organizations in the field of Trade Facilitation as well as training material and country case-stories sharing best practices and solutions to obstacles encountered in Trade Facilitation reforms. The information is presented by domain (key challenges, possible reform measures, appropriate solutions and instruments) and itineraries (users can explore questions such as "How to reduce delays at border crossings?" and "What steps need to be taken for establishing a Single Window?").

TFIG was implemented under the project titled *"Development of a Guide to Trade Facilitation Implementation"*. The project was composed of two phases carried out from 2006 to December 2014. Phase I aimed at setting up the TFIG website, while Phase II focused on the updated of TFIG and the development of a Training Module for TFIG.

This report relates to phase III entitled *"Maintenance and Update of the UN Trade Facilitation Implementation Guide"* which continued activities from the previous phases.

This report provides an overview and assessment of the tasks completed in the project *"Maintenance and Update of the UN Trade Facilitation Implementation Guide (Phase III)"*. The report consists of a description of the work performed to maintain and update the Guide, for instance, by adding new itineraries, updating and adding new case stories, and aligning the Guide with the Trade Facilitation Agreement (TFA) of the World Trade Organization (WTO). The Swedish International Development Cooperation Agency (Sida) funded the TFIG project through Ministry for Foreign Affairs, Sweden. The duration of the project was short, September 2015 until January 2016.

2 TFIG MAINTENANCE PROJECT PERFORMANCE

2.1 Achievement of project objectives

As stated in the Project proposal, this project had the following objectives:

i) Maintaining and updating the TFIG until January 2016 (with the extension of one-month extension approved on 7 December 2015)

ii) Developing new content, revising existing material, streamlining the maintenance procedure, and adding new trade facilitation itineraries;

iii) Translating the updated content from English into Arabic, Russian, Spanish and French.

The final goal is to enhance understanding of trade facilitation tools, techniques and standards. The outputs completed in each of these areas is summarised below and presented in detail in Section 3

2.2 *Summary of outputs delivered*

During the short timeframe of the project, international consultants and staff from the United Nations Economic Commission for Europe (UNECE) conducted a thorough review of the TFIG content and developed new material. As a result, TFIG covers new subjects and shows new links to relevant instruments. The project delivered the following outputs:

- The uploading of two new itineraries, namely *"Setting up a National Trade Facilitation Body"* and *"Developing a National Trade Facilitation Roadmap"*;

- The update of the itinerary on *"The WTO Trade Facilitation Agreement"*;

- The development of three new case-stories;

- The update of one case-story;

- The integration of two new pages on international organizations profiles, namely the United Nations Industrial Development Organization (UNIDO) and International Air Transport Association (IATA);

- The update for ten international organizations profiles;

- The addition of one new instrument, namely the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT) Recommendation No. 40 on *"Consultation approaches Best Practices in Trade and Government Consultation on Trade Facilitation matters"*;

- The update of one tool, namely UN/CEFACT Recommendation No. 4 on *"National Trade Facilitation Bodies"*;

- Translation of texts into Arabic, French, Russian and Spanish for all the updates and new additions.

- The organization of one workshop entitled *"Delivering on the Trade Facilitation Agreement: The role of standards and regulatory frameworks"* organized back-to-back to the Tenth Ministerial Conference of the World Trade Organization, held on 14 December 2015 in Nairobi;

- The procurement of one thousand USB devices containing the updated version of TFIG which are progressively being distributed to stakeholders from the public and private sector participating in conferences, workshops and other outreach activities related to trade facilitation organized by UNECE or other UN agencies;

- The elaboration of a training kit for trainers on the two new itineraries in four of the UN's six official languages (English, Spanish, French and Russian).

2.3 Promotion and monitoring activities

TFIG has become a major reference resource for government officials and traders around the world. At the same time, it is a core tool for Trade Facilitation planning and training. Since its launch in September 2012, the rate of use of the Guide has grown exponentially. In 2015, TFIG received over 6.7 million hits and over 302,000 visits; whereas it received almost 5 millions hits in the first half of 2016. During January to June 2016, the TFIG platform received approximately 830,000 hits per month. There were about 135,000 unique visitors during this half-year period, whereas in 2015, the number reached about 180,000. Detail web statistics are available in Annex II.

Figure 1: Web statistics from June 2012 to June 2016
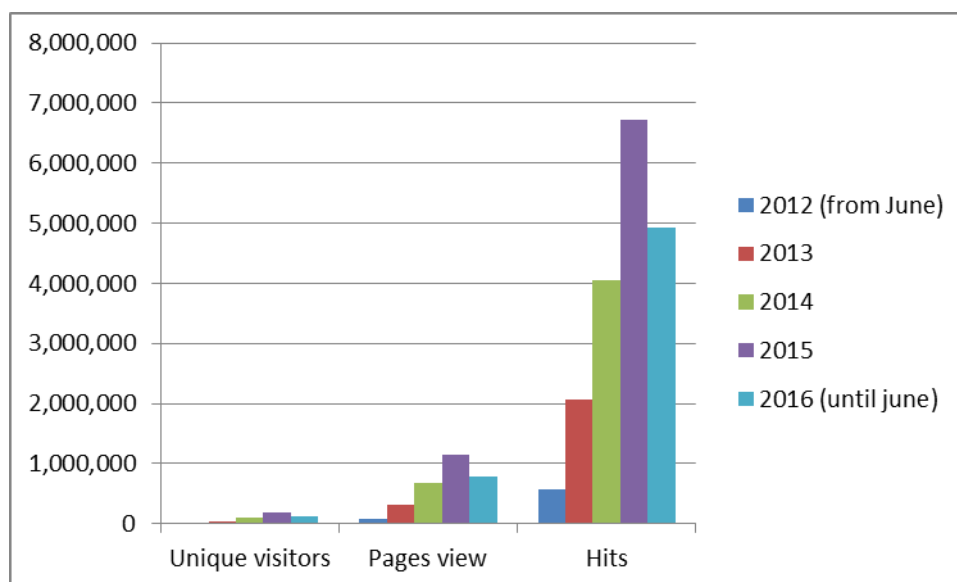
This success is the result not only from the quality and the user-friendly environment of TFIG but also from the outreach activities carried out by UNECE and other UN bodies. Thus, UNECE has presented the TFIG to a number of large international conferences and forums on Trade Facilitation.

3 DETAILED DESCRIPTION OF OUTPUTS UNDER TFIG UPDATE AND MAINTENANCE

3.1 Development of two new itineraries

After the end of the negotiations for the WTO TFA, international consultants and UNECE staff developed two new topics to guide stakeholders from the public and private sectors in the implementation of the Agreement. Thus, two additional itineraries are available on the TFIG website in Arabic, Russian, English, Spanish and French.

The two new itineraries include the following information:

- **Setting up a National Trade Facilitation Body (NTFB):** The establishment of public-private coordination mechanisms has become a key priority following the WTO TFA's calls to improve international trade performance through the implementation of a series of trade facilitation measures and best practices. Upon entry into force, WTO Members are required to establish and maintain an NTFB to facilitate both domestic coordination and implementation of the provisions of the TFA. In this context, this itinerary provides guidelines, principles and best practices regarding the objectives, structure, functions, resources, and steps to set up an NTFB. The itinerary builds on the content of the revised UN/CEFACT Recommendation No. 4 on National Trade Facilitation Bodies and Recommendation No. 40 on Best Practices in Trade and Government Consultation on Trade Facilitation matters. The itinerary distills experiences from trade facilitation bodies across the world. The goal is to assist countries in the establishment, maintenance, performance and monitoring of their NTFBs.

- **Developing a National Trade Facilitation Roadmap (NTFR)**: An NTFR provides strategic vision and an action-oriented plan for trade facilitation agreed by all key stakeholders to reach pre-defined goals measurable with the help of performance indicators. The itinerary presents the components of an NTFR and the steps to elaborate such a document in a given country. It presents a tailor-made methodology and document structure. The itinerary hinges on lessons learned from trade facilitation experts around the world and the UNECE Guide to Drafting a National Trade Facilitation Roadmap, published in 2015.

3.2   Revision of "the WTO Agreement on Trade Facilitation" itinerary

As of July 2016, 90 out of 164 WTO Members have ratified the WTO TFA. The entry into force of the Agreement is still pending, but the adoption of the text is already considered a milestone for the WTO and trade facilitation. Many countries have started preparations for implementing the agreement. Many government agencies and the private sector, especially from the developing countries are seeking support in this connection for example on setting up of a National Trade Facilitation Body (NTFB) and relevant tools and guidelines etc. for implementing the TFA. Hence, there is a need to offer a comprehensive view of the TFA on TFIG.

Thereby, this updated itinerary provides an overview of the WTO TFA, including the history of the negotiations, the substantive and procedural obligations of the Agreement, and an overview of implementation-related aspects. Three new stations were added to the itinerary namely Content, Substantive Obligations and Implementation. They explain the disciplines and structure of the Agreement as well as the implementation process. In addition, texts for other stations were modified to reflect the current status of implementation.

3.3 Three new case stories have been added and one case story have been updated

Three additional case stories were added to the TFIG platform:

- ***The Interagency Working Group (IWG) on Trade Facilitation and Logistics in Ukraine***: A new case story on how Ukraine created an inter-agency working group (as a National Trade Facilitation Body) for trade facilitation, was the key topic for this story. It explained the structure, the steps taken to establish the IWG and most importantly the lessons learned from the process.

- ***Ghana National Single Window Programme***: This case describes the first two phases of the Ghana National Single Window (GNSW) programme, launched in 2002. As of April 2016, the programme delivered a fully automated pre-arrival assessment reporting system, an electronic payment system for the import declaration form, a trade information portal and other features. The document also presents the future activities contained in the GNSW Strategy and Roadmap 2016-2020.

- ***Strengthening international trade through an upgrading of the National Quality System in Iraq***: The case story describes how the Iraqi National Quality System including the institutions and legal frameworks were developed after the devastating civil war and sanctions. It also shows the results of such reforms including the national institutions having gained credibility both nationally and internationally.

One case story was updated:

- ***A Road Toward Paperless Trade - Senegal's Experience***: This case story has been updated to share the latest developments in paperless trade systems in Senegal. It includes some lesson learned for policymakers.

3.4 Two new pages for UNIDO and IATA

The Guide includes a tab titled "Organizations" containing information about United Nations and other international bodies working on trade facilitation. Each organization has a single page explaining its contribution and available instruments to assist stakeholders in implementing trade facilitation measures.

Two new organizations indicated their interest for including information about their activities on TFIG. Thus, UNIDO and IATA now have dedicated pages. These pages depict the following particulars:

- UNIDO is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability. UNIDO's work on Testing and Inspection is an essential building block for effective trade facilitation, especially for perishable goods.

- IATA is the trade association for the world's airlines, representing some 260 air carriers or 83% of total air traffic. It is proactively supporting the implementation of the WTO TFA under two IATA projects, namely e-freight and secure freight.

3.5 Updates for ten international organizations

As part of the maintenance of TFIG, the tab mentioned above titled "Organizations" contains new and updated information on tools, instruments, recommendations and projects for ten international organizations. The organizations are: the United National Conference on Trade and Development (UNCTAD), the World Bank, the International Trade Centre (ITC), the World Customs Organization (WCO), the United Nations Economic and Social for Asia and the Pacific (ESCAP), UNECE, the International Chamber of Commerce (ICC), the United Nations Commission on International Trade Law (UNCITRAL), the International Maritime Organization (IMO) and the WTO.

3.6 The integration of one new and one revised UN/CEFACT recommendation

The project added information on the two following recommendations:

- *UN/CEFACT Recommendation No. 4 on National Trade Facilitation Bodies*: This Recommendation, first published in 1974, has been revised recently in light of the changing context for Trade Facilitation and the adoption of the WTO TFA. The revised Recommendation No. 4 integrates Guidelines that provide a detailed description of the steps for establishing the NTFB as well as model terms of reference for an NTFB, which countries can use or customize based on their national context.

- *UN/CEFACT Recommendation No. 40 on Consultation approaches Best Practices in Trade and Government Consultation on Trade Facilitation Matters:* The purpose of Recommendation No. 40 is to inform governments and the business community of approaches to effective consultations that are flexible, transparent, fair, accountable and participatory. It presents the basic principles, different forms and levels of consultation and includes in annex a toolbox and checklist. Effective consultation is included as a legal obligation under Article 2 of the TFA.

3.7 Translation of new and updated texts from English into Arabic, French, Russian and Spanish

All new content of the itineraries, domains, case stories and other texts have been translated into Arabic, French, Russian and Spanish. Some incomplete Spanish translations from the previous update were also carried out.

3.8 Organization of one workshop during the WTO's 10th Ministerial Conference in Nairobi

In the framework of the project, a workshop titled *"Delivering on the Trade Facilitation Agreement: the role of standards and regulatory frameworks"* was held on 14 December 2015, in Nairobi, Kenia, as a side event of the 10th WTO Ministerial Conference. International and

regional experts presented their experiences with existing standards and related tools, particularly TFIG, as well as their thoughts on how such instruments could be better used to further enhance implementation of the WTO TFA worldwide.

The workshop stressed the need for a reliable regulatory system, with the support of solid quality infrastructure including standards bodies, conformity assessment bodies, test houses and laboratories as well as inspection bodies. Speakers highlighted that TFIG is a key tool to strengthen these institutions, which is freely available to governments and businesses worldwide.

This event raised awareness on the need for coordinated efforts from the public and private sectors to deliver on the WTO TFA. In addition, representatives from WTO Members reaffirmed a strong political will to fully implement standards, recommendations and guidelines that support the reduction of border delays and/or the exchange trade information electronically between countries.

3.9   Procurement of USB Devices containing TFIG

The project procured one thousand USB devices from the enterprise Flashbay Limited. The USB devices contained the off-line version of TFIG. Likewise, they contain the logo of the website and the IP address, which allow marketing the site. The USB devices have been delivered to participants from the public and private sectors in different international events on trade facilitation topics, namely:

- The WTO Workshop on establishing and maintaining a National Trade Facilitation Committee, held in Geneva on 8 June 2016;

- The WTO Advanced course on Trade Facilitation for National Committee Chairs, held in Geneva from 6 to 10 June 2016;

- The Workshop on Establishing a Single Window in Albania, held in Tirana from 13 to 17 June 2016.

UNECE will keep distributing the USB devices in other events organized by other UN and international organizations.

4   PROJECT MANAGEMENT AND SUPPORT

4.1   Roles and responsibilities

The UNECE secretariat was responsible for the administration of the project. The secretariat team consisted of one senior staff member for project management and the update conceptualization, and up to two staff members for project implementation. For two months, a temporary programme assistant was hired to work on the administrative tasks.

Also, two international consultants assisted UNECE in developing the new tools and training material, as well as updating the content of TFIG. Also, two translators made available the training kits for the two new itineraries in French, Spanish and Russian. ITC-ILO has been maintaining the TFIG since the inception of the Guide and was chosen this time as the implementing partner for the TFIG updates and maintenance.

The team members for the project (Phase III) was as follows (note: not all members participated throughout the entire period of the project)

Table 1: Project staff and experts roles and responsibilities

ROLE	NAME	CONTACT
Project Management	Maria Rosaria Ceccarelli (UNECE)	maria.ceccarelli@unece.org
Project Support	Khan Salehin (UNECE)	khan.salehin@unece.org
Project Support	Pamela Ugaz	pamela.ugaz@unece.org
Administrative Support	Nhien Truong	nhien.truong@unece.org
Administrative Support	Amelia Delle Foglie (UNECE)	amelia.DelleFoglie@unece.org
Project Consultant	Tom Butterly	tom@tdafconsulting.com
Translator	Marie Infantozzi	marie_infantozzi@hotmail.com
Translator	Ryhor Famichev	g.famichev@tut.by
Project Contractor	ITC-ILO	tom.wambeke@itcilo.org, e.tagliati@itcilo.org

4.2 Challenges

Although the duration of the project was short, the project team managed to deliver all the outputs and complete the update of the TFIG site. Nonetheless, the implementation of UMOJA (a new central administrative system) brought delays, especially with respect to the grant to ITC-ILO and the recruitment of external experts.

5 CONCLUSIONS AND FUTURE DEVELOPMENTS

Since its launch in September 2012, TFIG has become a major reference resource for government officials and traders around the world. It is also a key international tool for Trade Facilitation planning and training.

The rate of use of the Guide has grown exponentially, as evidenced by the 6.7 million hits and 302,000 visits received in 2015. In the first semester of 2016, it has received over 5.5 million hits and 228, 000 visits. As of July 2016, the TFIG platform receives some one million hits per month.

The objective of Phase III has been successfully achieved and surpassed despite the short period of the project. The new content and updated material respond to the highest demand from different stakeholders involved in trade facilitation.

The support from Sida and the Ministry for Foreign Affairs of Sweden has been fundamental since the launch of the website, and it is greatly appreciated. The support from other partners is also noteworthy regarding, in particular, outreach activities.

UNECE reiterates its willingness and commitment to keep working on further developments in the TFIG. Under the WTO TFA, Member States commit to a range of Trade Facilitation objectives and will need to implement ambitious Trade Facilitation reforms in order to achieve them. The implementation of the Agreement requires the cooperation of the public and private sectors at the heart of a National Trade Facilitation Committee, whose members must be aware of the necessary steps and best practices to implement trade facilitation measures.

With the imminent entry into force of the WTO TFA, the importance of a tool like TFIG cannot be overstated. In view of this, UNECE is seeking to enlarge and continue to maintain the TFIG in order to ensure that the content is as useful accessible and up-to-date as possible. Plans include the following activities:

- *Development of new content and related materials:* New areas will enhance the overall scope of TFIG (e.g. implementation of the TFA and electronic trade portals). Additional case studies would also help illustrate Trade Facilitation reform efforts being undertaken around the world. UNECE will conduct this work in collaboration with other international organizations such as WTO, International Trade Centre (ITC), United Nations Conference on Trade and Development (UNCTAD) and United Nations Industrial Development Organization (UNIDO).

- *Maintenance and update of the TFIG:* The information contained in the Guide will be maintained and updated, integrating new instruments and initiatives developed by other international organizations.

- *Translation of the TFIG platform and materials:* The new and updated content would also require editorial and translation services into the five language versions of the Guide (Arabic, English, French, Russian, and Spanish). The proposal also foresees that the TFIG platform and related materials be translated into Chinese, one of the six official languages of the UN.

- *Outreach and awareness-raising*: The UNECE Secretariat will actively promote TFIG, particularly in countries which are in the process of implementing the WTO TFA.

The additional activities mentioned above were not covered in phases I-III and would require new financial resources. Therefore, further funding to continue such projects would be welcome.

ANNEX 1. DETAILED DESCRIPTION OF TFIG MAINTENANCE AND UPDATES

New content

Area	Activities
1. New content (domain or individual pages)	
Enabling Environment	The idea was to develop a domain including information on reform and modernization programs, develop a capacity building program, professional standards for both public and private sector players, people development, change management, leadership, governance as well as service culture and business orientation The potential for developing this additional content was explored and found interesting but there were not enough available external resources and information on those topics to establish a new domain
Measurement and indicators what are measurements and indicators, what is their use how to use them, tools that are available.	Map and content structure drafted to offer users information on this topic. Pages were developed and implemented into the Guide
New publications in the instruments section (ex. UNESCAP TCD tool, OECD indicator studies, UNESCAP work on BAP, UNESCAP analytical macroeconomics).	New publications identified for inclusion in TFIG New publications integrated/linked in the substantive parts of the TFIG
2. New itineraries	
Setting up a National Trade Facilitation Body	Prepared outline of the itinerary Selected parts of the publications / studies that are relevant Defined objectives of the itinerary Creation of content Upload of content http://tfig.itcilo.org/contents/itinerary-09-start.html
Developing a National Trade Facilitation Roadmap	Prepared outline of the itinerary Selected parts of the publications / studies that are relevant Defined objectives of the itinerary Creation of content Upload of content http://tfig.itcilo.org/contents/itinerary-10-start.html
3. New Case stories (country examples)	

Area	Activities
The Interagency Working Group on Trade Facilitation and Logistics in Ukraine (IWG) as the basis for a national trade facilitation committee	Implemented a new case story: Ukraine demonstrates a "bottom–up" approach to establishing a National Trade Facilitation Committee. The country has experience with facilitating trade and interagency cooperation since the 1990s, and in 2011 stakeholders from Odessa launched a port community system project, receiving advisory services from UNECE.
Iraq: Strengthening international trade through an upgrading of the National Quality System	Implemented a new case story: Since the lifting of UN sanctions in 2003, Iraq has strengthened trade relations with the regional and international community and is working to become a member of the World Trade Organization (WTO). A vital step towards achieving this objective involves a comprehensive upgrading of the country's National Quality System (NQS).
Ghana Single Window case story	A new case story on Ghana Single Window has been drafted. The Ghana authorities have recently validated the case. Hence, it will be published (tentatively) in July 2016.

Enhancements to existing content

| Area	Activities
1. Enhancements to content	
2. Enhancements to existing instruments	
	Upgrade of Spanish version instruments entry pages to the same level of the other languages
	Updates of instrument pages related to the updated organizations, additional instruments added (all languages)
3. Enhancements to existing organizations	
Escap, Iata, ITFC, IMO, ICC, ITC, OECD, Uncitral, Unece with UNCEFACT, Unido	Updates organization pages, all languages
4. Updated WTO map and WTO Itinerary	Aligned WTO map with new agreement （WT/L/940) and updated entire WTO Itinerary, all languages
5. Enhancements to existing "training" page	Core material and supplementary material added, all languages

Technical Issues

Field	Activities
1. Management of internal and external links, translation errors, typos and minor formatting issues (incl. issues on charts, images or designs)	Identified and corrected broken and incorrect links Collected, identified and corrected typos and formatting errors Maintained consistency between language versions of website
2. Design	Change the layout of WTO map link featured more prominently on the first page of the WTO itinerary Link to the WTO itinerary added to the home page.
3. Change to instruments - Guide & guidelines page	Addition of the references to the new instruments
4. Change to itinerary design	Change in the itineraries entry pages due to the addition of two new itineraries. (all languages)
5. Change to case stories page	Change in the case stories entry pages due to the addition of two new country cases. (all languages)
6. Web stats	Generated the user statistics for the TFIG

ANNEX 2: TFIG WEBSTATISTICS

The following graphics and tables present the web statistics of TFIG per year.

Figure 1 : Web statistics for 2016 (as of 20 July 2016)
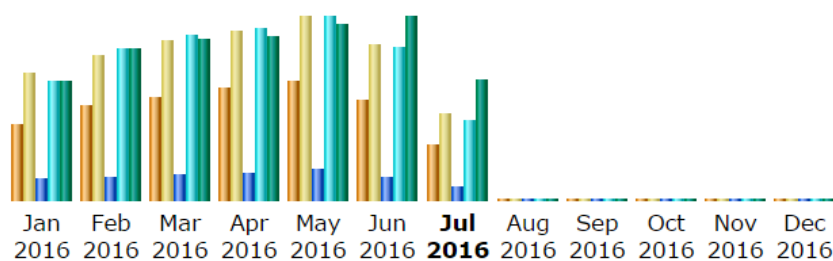
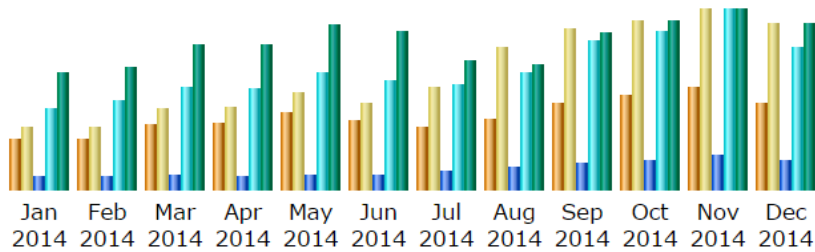| Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2016	16,965	28,227	107,584	627,213	7.84 GB
Feb 2016	21,086	32,120	126,593	798,283	9.93 GB
Mar 2016	22,991	35,317	134,027	872,139	10.63 GB
Apr 2016	25,030	37,841	143,360	907,700	10.79 GB
May 2016	26,338	40,595	161,099	963,849	11.65 GB
Jun 2016	22,375	34,629	126,016	808,265	12.06 GB
Jul 2016	12,251	18,992	68,743	426,120	7.92 GB
Aug 2016	0	0	0	0	0
Sep 2016	0	0	0	0	0
Oct 2016	0	0	0	0	0
Nov 2016	0	0	0	0	0
Dec 2016	0	0	0	0	0
Total	147,036	227,721	867,422	5,403,569	70.83 GB

Note that figures for July 2016 are up to 20 July only.

Figure 2 : Web statistics for 2015
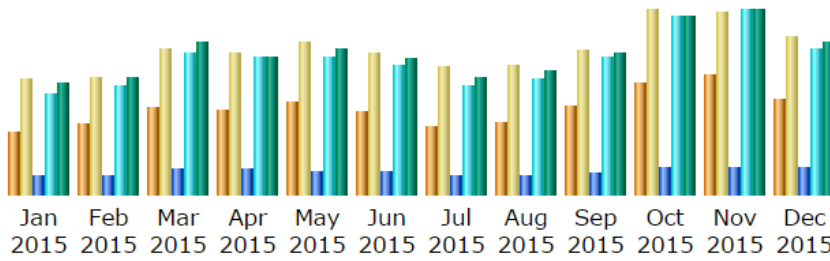
Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2015	10,885	20,050	76,796	412,961	5.45 GB
Feb 2015	12,074	20,422	77,435	450,152	5.83 GB
Mar 2015	15,177	25,202	101,228	587,203	7.44 GB
Apr 2015	14,843	24,613	105,277	568,702	6.80 GB
May 2015	16,179	26,459	93,921	572,774	7.15 GB
Jun 2015	14,240	24,515	97,783	536,946	6.72 GB
Jul 2015	12,010	22,132	83,376	450,706	5.80 GB
Aug 2015	12,755	22,604	82,512	472,725	6.08 GB
Sep 2015	15,454	25,080	89,418	571,126	7.02 GB
Oct 2015	19,275	31,889	113,785	736,690	8.84 GB
Nov 2015	20,647	31,684	115,331	758,222	9.05 GB
Dec 2015	16,346	27,508	111,575	601,537	7.46 GB
Total	179,885	302,158	1,148,437	6,719,744	83.63 GB

Figure 3 : Web statistics for 2014

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2014	6,123	7,547	34,015	226,980	3.92 GB
Feb 2014	6,092	7,567	36,066	247,268	4.15 GB
Mar 2014	7,757	9,719	42,706	285,821	4.87 GB
Apr 2014	8,081	10,017	37,972	282,671	4.88 GB
May 2014	9,413	11,663	40,737	328,119	5.53 GB
Jun 2014	8,449	10,481	40,459	301,760	5.37 GB
Jul 2014	7,576	12,369	50,876	290,400	4.33 GB
Aug 2014	8,592	17,373	62,765	328,295	4.24 GB
Sep 2014	10,442	19,413	72,849	413,295	5.27 GB
Oct 2014	11,497	20,486	81,097	442,814	5.66 GB
Nov 2014	12,470	21,801	99,616	502,462	6.06 GB
Dec 2014	10,536	20,162	79,096	397,106	5.59 GB
Total	107,028	168,598	678,254	4,046,991	59.88 GB

Figure 4 : Web statistics for 2013
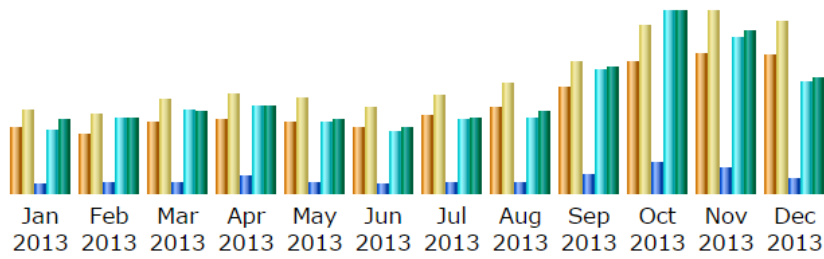
Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2013	2,669	3,405	15,096	113,053	2.12 GB
Feb 2013	2,450	3,302	18,140	132,313	2.18 GB
Mar 2013	2,948	3,814	20,338	147,918	2.38 GB
Apr 2013	3,009	4,065	29,026	154,008	2.53 GB
May 2013	2,963	3,913	18,027	128,083	2.12 GB
Jun 2013	2,702	3,507	14,707	107,673	1.91 GB
Jul 2013	3,170	4,051	17,933	128,995	2.19 GB
Aug 2013	3,542	4,490	18,601	133,423	2.40 GB
Sep 2013	4,308	5,451	33,935	218,712	3.67 GB
Oct 2013	5,428	6,894	56,829	320,434	5.29 GB
Nov 2013	5,777	7,445	45,851	276,939	4.74 GB
Dec 2013	5,650	7,046	28,210	195,928	3.37 GB
Total	44,616	57,383	316,693	2,057,479	34.90 GB

Figure 5 : Web statistics for 2012
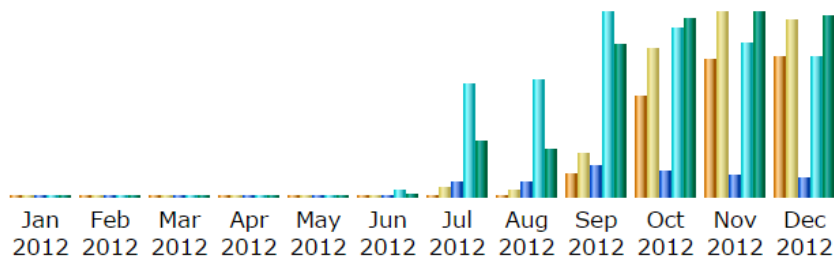
Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2012	0	0	0	0	0
Feb 2012	0	0	0	0	0
Mar 2012	0	0	0	0	0
Apr 2012	0	0	0	0	0
May 2012	0	0	0	0	0
Jun 2012	3	4	452	3,998	16.99 MB
Jul 2012	24	116	9,797	73,056	464.08 MB
Aug 2012	26	93	9,571	75,249	387.71 MB
Sep 2012	334	607	20,399	117,971	1.21 GB
Oct 2012	1,433	2,081	16,756	108,102	1.43 GB
Nov 2012	1,950	2,598	13,406	98,736	1.47 GB
Dec 2012	1,967	2,491	12,372	90,420	1.44 GB
Total	5,737	7,990	82,753	567,532	6.40 GB

17