

**DOMINICAN REPUBLIC
SINGLE WINDOW
EXPERIENCE WITH
COVID – 19**

2004

**UN/CEFACT
REC. 33**

Single
Window

2013

**WTO TRADE
FACILITATION
AGREEMENT**

Single
Window

2014

DECREE 470-14

Single Window

2017 – to date

Implementation

Single Window

Dominican Republic Single Window System for Foreign Trade

Previously request authorizations, permits, certifications or conformity assessment, which are required by the different competent entities to carry out specific export, import operations o international transit of goods;

Consult information related to the corresponding procedures and requirements, prior to the import, export and international transit of merchandise.

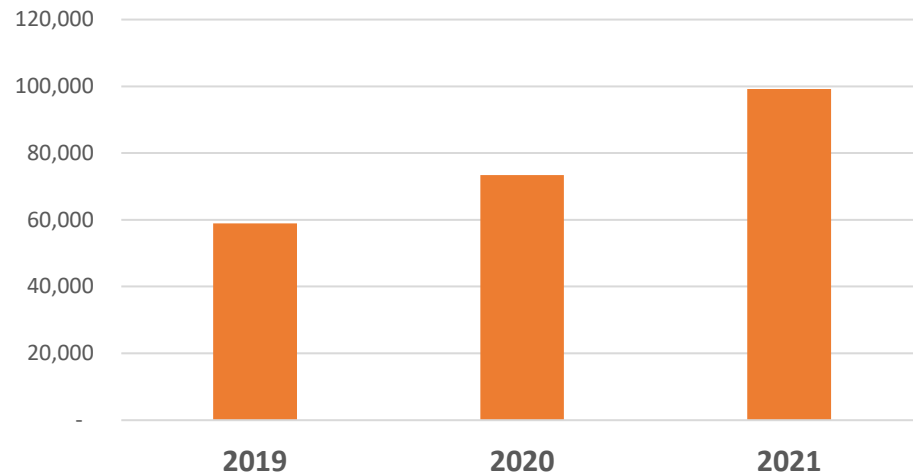
Dominican Republic Single Window System for Foreign Trade

1. Centralize, through the same system, the procedures for applications and issuance of authorizations required for the clearance of import, export and transit merchandise.
2. Coordinate the work of the institutions involved in the import or export merchandise clearance processes, in order to streamline the procedures related to them, so as to guarantee the competitiveness of the companies and stimulate investment. local and foreign.
3. Support the development of national competitiveness through the reduction of operational costs per stay in port of goods.
4. Contribute to the development and consolidation of an integrated information and statistics system on foreign trade in the Dominican Republic.

Dominican Republic Single Window System for Foreign Trade 2014-to date

- reliable tool to increase efficiency and Interoperability
- provide data harmonization and an enabling environment of Business to thrive in the DR.

Services requested Jan – Apr.



	2021
Institutions	40
Users	+9,500
services	281
Service request (est.)	+350,000

COVID -19

**biggest and more challenging
health, social and economic crisis of a century**

The pandemic created a major disruption in trade flows

**provoked urgent responses from public and private stakeholders,
and a radical rethinking on how to do business**

**COVID 19 = THE NEW Chief Innovation Officer for government
agencies and businesses**

DOMINICAN REPUBLIC APPROACH

Making sure critical goods move freely, like medicines, food, gas, and other essential goods.

Minimizing physical inspections

Applying risk managing tools

Reducing non – essential work

Promoting the digitalization of government services, mainly through the Single Window system.

DOMINICAN REPUBLIC ACTIONS

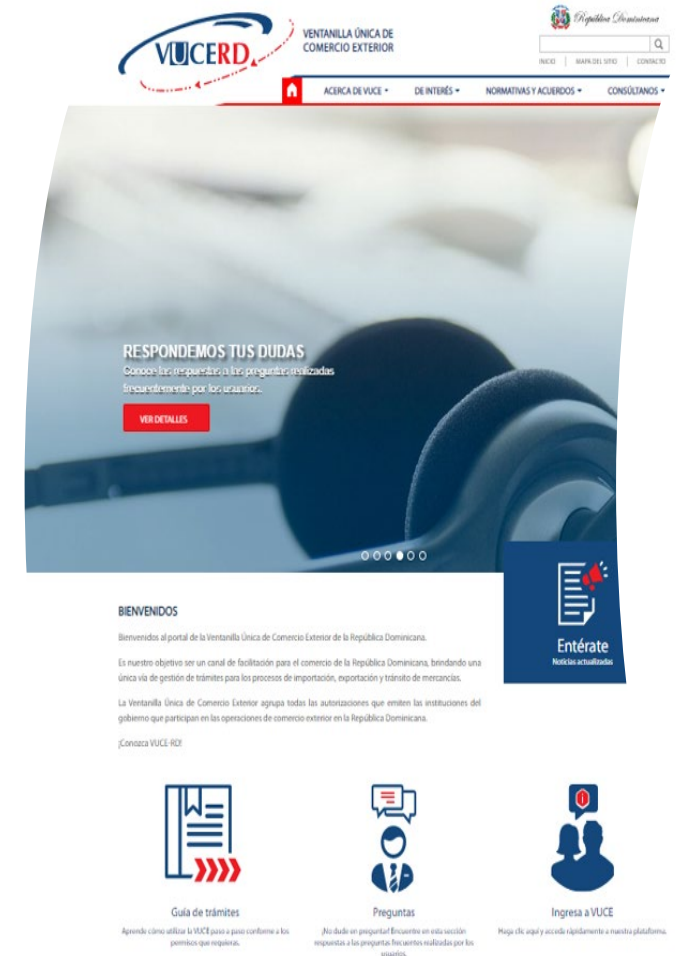
- **Increased digitalization of import, export and transit formalities. (281 services online)**
- **Special support for digital signature procedures and Promotion of electronical payments.**
- **Increased level of coordination between regulatory agencies.**
- **Streamline procedures for traders, more importantly for traders of goods with strategic importance during the crisis (Food, medical supplies, gas, energy, etc.)**

DOMINICAN REPUBLIC ACTIONS (cont.)

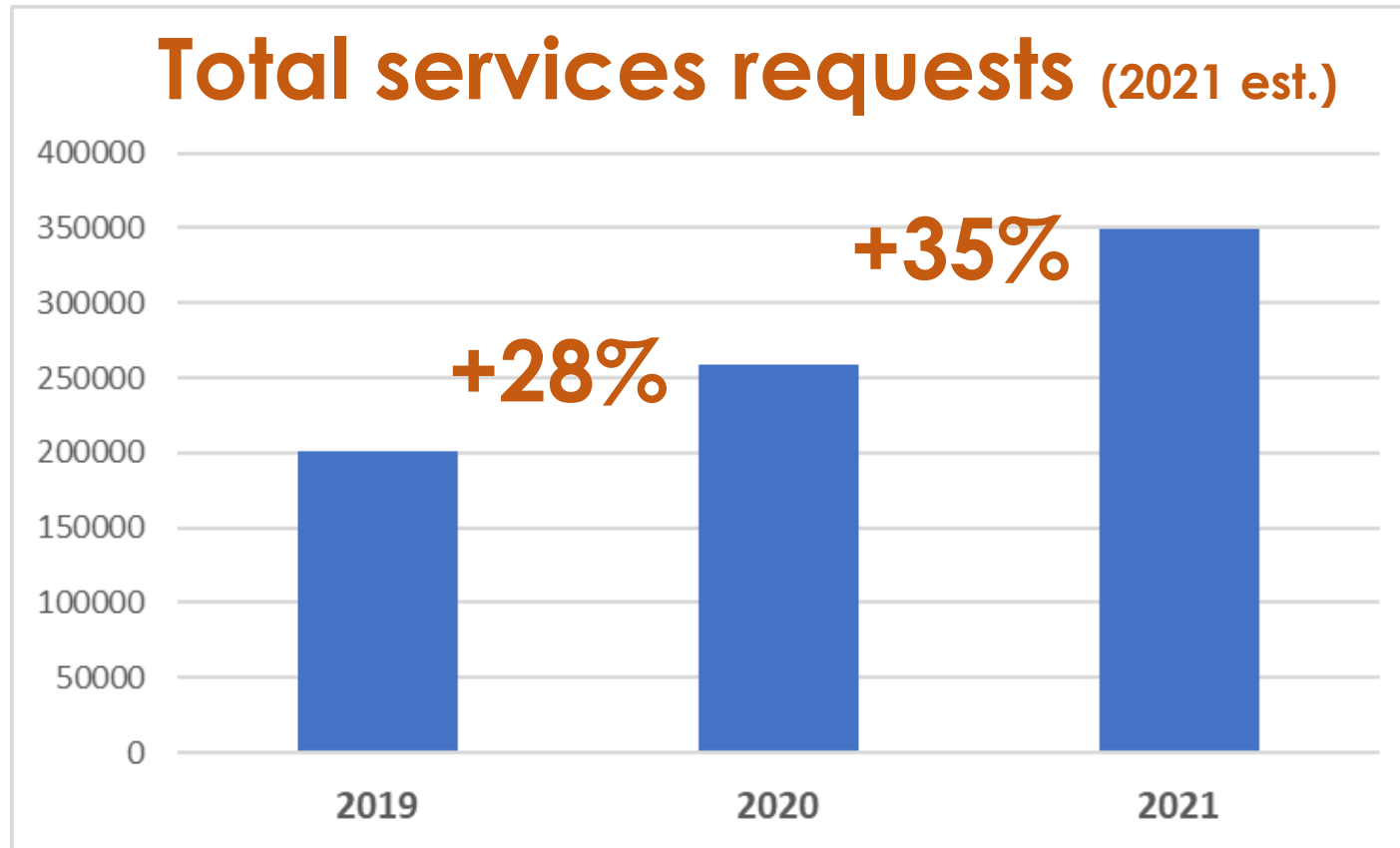
- **A communication strategy, so all stakeholders would be properly informed of all necessary measures.**
- **Constant training and capacity building for public and private stakeholders (260 online workshops through 2020)**
- **Other Administrative measures (exemption of surcharge, deductions for strategic sectors, accepting copies of the phytosanitary and zoo-sanitary certificates and their revision through the system)**

DOMINICAN REPUBLIC ACTIONS (cont.)

- Enhancing the Single Window operations capabilities:
- Single Window Website Single www.vucerd.gob.do
- Single Window email infovucerd@aduanas.gob.do
- Single Window Whatsapp Business Hotline



Single Window System growth



Thanks to the Single Window System the DR achieved to keep the trade flow moving, the supermarkets full of goods, our hospitals with the needed supplies to fight the disease, and the supply chain with minimal restrictions.

OUR NEW GOAL....

DISPATCH IN

24

HOURS

BUT THAT'S PART OF ANOTHER PRESENTATION

Thank you!