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 or 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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Institutions</th>
<th>Users</th>
<th>Service request (est.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>40</td>
<td>+9,500</td>
<td>+350,000</td>
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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

Total services requests (2021 est.)

- 2019: +28%
- 2020: +35%
- 2021:
1. Realizar propuestas de mejoras de procesos de autorización de permisologia de las Instituciones en la VUCE.
2. Cambios en la gestión de permisos después de la declaración a un proceso antes de la declaración.
3. Campaña comunicacional para las mejores prácticas de VUCE.
4. Resultados en VUCE para productos que son enviados a laboratorio de agricultura.
5. Notificación en VUCE a los organismos sobre la fecha agendada por el usuario para la inspección de la carga.
6. Migración de 221 servicios y aprobaciones en paralelo.
7. Firma de acuerdo de entendimientos entre todas las Instituciones que impactan en más de un 60% al comercio exterior.

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!