



Cambodia's SWAM Exploration

Challenges, Outcomes and the Path Ahead

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Contents

- Introduction
 - Cambodia National Single Window
 - ASEAN Single Window
- Approaches for assessing NSW
- Expected Outcome
- Challenges
- Lesson learnt
- Suggestions for SWAM



Introduction

A **Single Window** is defined as a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfil all import, export, and transit-related regulatory requirements.

<https://www.wcoomd.org/~media/wco/public/global/pdf/topics/facilitation/activities-and-programmes/tf-negotiations/wco-docs/info-sheets-on-tf-measures/single-window-concept.pdf>



Introduction - Cambodia National Single Window

AGREEMENT TO ESTABLISH AND IMPLEMENT THE ASEAN SINGLE WINDOW

ASEAN signed the agreement on December 9, 2005, Kuala Lumpur, Malaysia

PROTOCOL TO ESTABLISH AND IMPLEMENT ASEAN SINGLE WINDOW

ASEAN signed the protocol on December 20, 2006

Blueprint funded by the World Bank under the TFF Project

This blueprint was completed in April 2014 and covers only the technical aspect (Technical Business Process Analysis)

Legal gap analysis study through the assistance of the USAID-funded ASW

The study was conducted in June 2014. Both Blueprint and Legal Gap Analysis had been circulated among relevant government agencies



Introduction - Cambodia National Single Window

NSW Steering Committee (NSWSC) and WGs were revised and established

NSWSC chairs by Minister of Economy and Finance. NSW LWG, NSW TWG and NSWSC Secretariat, were formed.

1ST NSWSC Meeting was held with members from related government agencies

The meeting was held on June 24, 2015. After the meeting, there is still no progress since funding was on discussion with various donors.

Needs Assessment of Cambodia was conducted with support from US-ACTI

As requested by the GDCE, the US-ACTI had accepted and sent the IT experts to carry out a needs assessment of Cambodia start from 13 June to 29 August 2016. A report was submitted to NSWSC with recommendations.



Introduction - Cambodia National Single Window

By the recommendation of the report, NSW Phase 01 started immediately

MOC and GDCE started working to interface e-CO System to Customs system with support from VCC and GDCE also started installation of ASW Gateway.

2ST NSWSC Meeting was held with members and related parties

The meeting was held on October 04, 2017 to update the progresses and way forward to NSWSC members.

Contract Agreement to develop and implement NSW Phase 02

Contract agreement signed between Royal Government of Cambodia and vCargo Cloud Pte. Ltd. on December 29, 2017

NSW Phase 02 Development started

Followed the contract agreement, NSW Phase II development started on May 01, 2018. This included the system requirement study, system design and development, trainings, testing and UAT.



Introduction - Cambodia National Single Window

NSW Phase 01&02 launched the live implementation

Interestingly, NSW Phase I&II was put in Live Implementation on the same date, July 01, 2019. Cambodia joined the e-COs exchange as the 7th member with other ready AMS. Major government agencies started accepting LPCO application online.

NSW Phase 03 Project started in January 2023

NSW Phase III was endorsed and started in January 2023 in the 3rd Meeting of NSW Steering Committee



Introduction - Cambodia National Single Window

NSW Phase 01

1. Connection between MOC's e-CO to GDCE's ASYCUDA
2. Send and receive the ATIGA e-Form D between the ASEAN Member States
3. Developed by GDCE and vCargo Cloud Pte. Ltd. (now known as GUUD Pte. Ltd)

NSW Phase 02

1. Software Development for providing full services submission and approval processes.
2. Implementation of major trade regulatory agencies
3. Conduct adequate training to ensure the implementation is achieved
4. System maintenance and customization

NSW Phase 03

1. Extend the LPCO issuance to the remaining OGAs in line with Sub-decree 17
2. Single Sign On (SSO) with other systems
3. Trade Document Repository Module
4. Risk Management Module
5. AEO Programme Module
6. EDI Connectivity to NSW for both private sector and government systems



Introduction - Cambodia National Single Window

Ministries/Government Agencies

Participate in NSW up-to now



Age

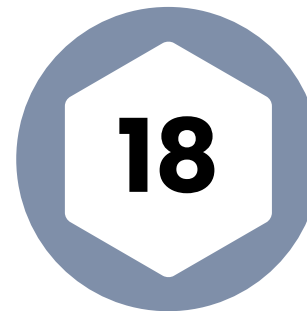
NSW is now 4 years old



NSW PHASE 2

Documents

Has been approved and utilized.



Document Types

Available for processing in NSW





Introduction - Cambodia National Single Window

After The NSW PHASE 3 Launch



Ministries/Government Agencies



Document Types



Introduction - Cambodia National Single Window

Agencies have 02 options to choose to participate in NSW:

1. Use NSW Platform

Agency can use NSW as a single platform receive and issue the applications. Agency will have own admin area to manage independently.

2. Integrate with NSW

In case that Agency has its own system to proceed LPCO documents, the system can be integrated with NSW.

Introduction - Cambodia National Single Window

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ការរួមកាស ចាប់ផ្តើមអនុវត្តគម្រោងបញ្ជូនតែមួយជាតិកម្ពុជា
ដំណាក់កាលទី៣





Introduction – ASEAN Single Window

The **ASEAN Single Window (ASW)** is a regional initiative agreed by ASEAN Leaders at the Ninth ASEAN Summit (Bali, October 2003) as a step toward the realisation of an ASEAN Economic Community (AEC). The ASW is the environment that connects and integrates the National Single Window (NSW) of each ASEAN Member States (AMS) which will significantly expedite cargo and promote ASEAN economic integration.



Introduction – ASEAN Single Window

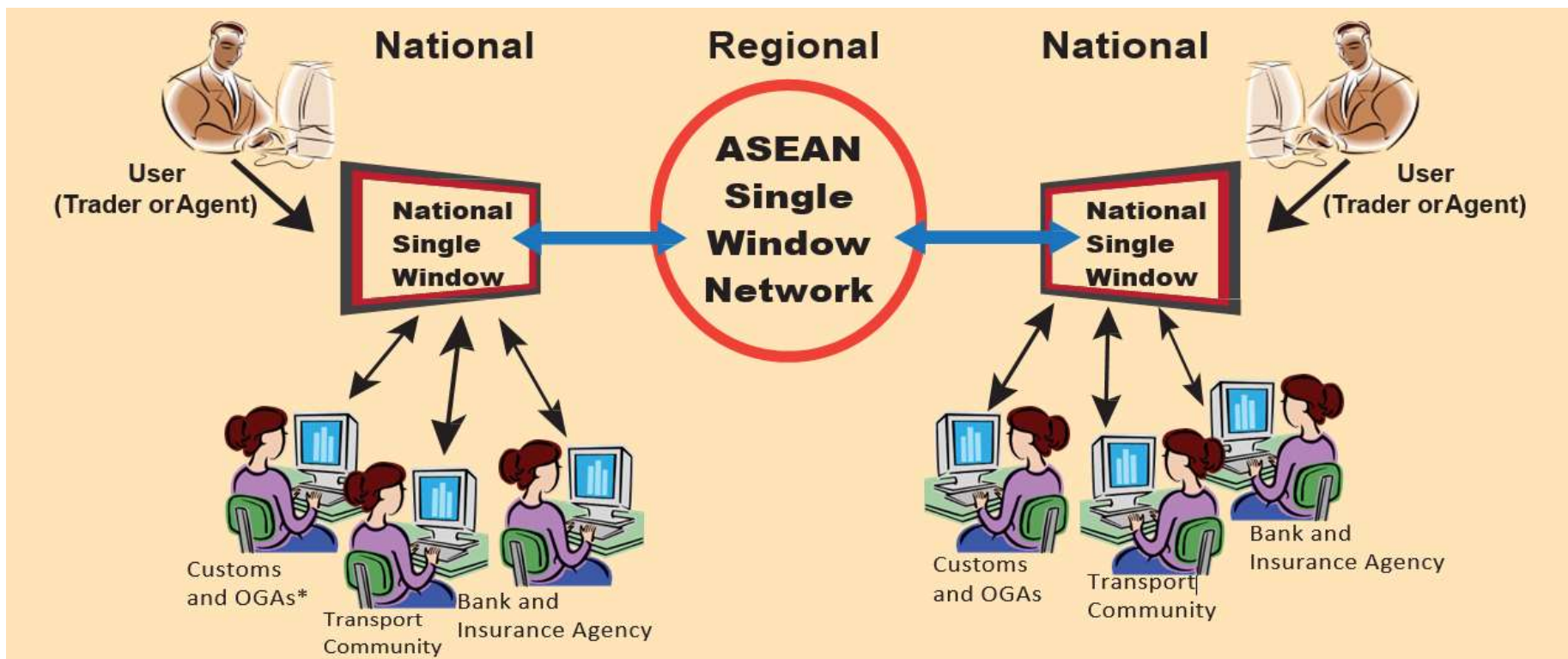
- To implement ASW, the ASEAN Single Window Steering Committee (ASWSC) was established.
- The ASWSC is supported by two (2) subsidiary bodies, namely:
 - The Working Group on Technical Matters for the ASW (TWG)
 - The Working Group on Legal Regulatory for the ASW (LWG)



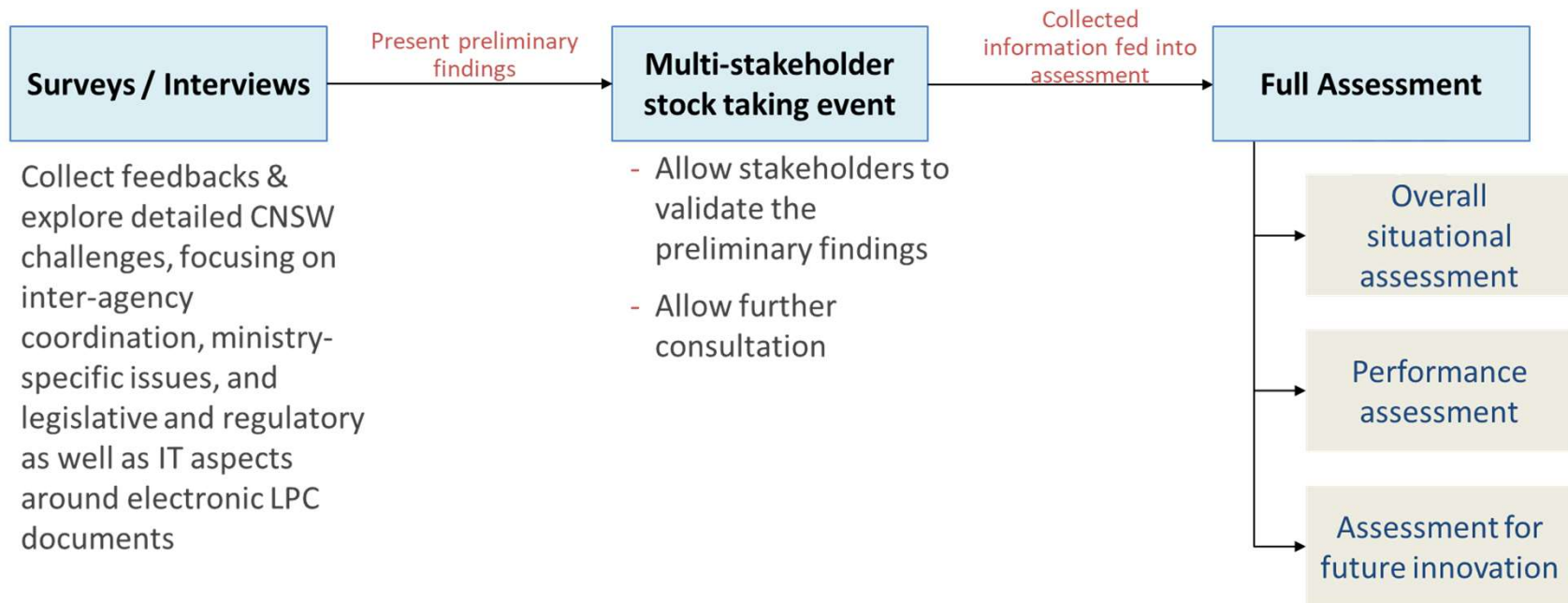
Introduction – ASEAN Single Window

At the end of 2019, all ten (10) AMS have joined the ASW Live Operation to exchange the electronic Certificate of Origin (e-FormD) and after that ASEAN Customs Declaration Document (ACDD). The ASW Live Operation will continue to open a vast window of opportunities for ASEAN within and across the region, including the exchange of more trade-related documents, such as electronic Phytosanitary (e-Phyto) Certificate and electronic Animal Health (e-AH) Certificate), through the ASW in the future.

Introduction – ASEAN Single Window



Approaches for SW Assessment



Approaches for SW Assessment



Overall situational assessment

Assess the policy setting, technical and functional scopes and application structure, coordination, management and oversight of the CNSW implementation process, service delivery and intended benefits, system/service monitoring and quality control.



Performance assessment

Assess ongoing CNSW operation and maintenance performance and service delivery at both the CNSW operator and participating government agencies



Assessment for future innovation

Assess the need for further system enhancement corresponding to new trade-related agreements, technological advancement, trade facilitation development in Cambodian / ASEAN

Approaches for SW Assessment




Scopes and Types of NSW



Define Goals



Define the need - knowing that gaps and the need for guidance to move forward



Reaching out and awareness-raising



Expected Outcomes

A list of recommended activities and action plan to address the following :

- Bottlenecks regarding the CNSW Phase II completion
- Preparatory activities for the roll-out of Phase III
- On future continuity and scalability of the CNSW and its service
- Braining actionable proposal for continued cooperation activities between ARISE Plus Cambodia with GDCE, OGAs, the business community, and other development partners



Challenges for SW Assessment

- Cooperation with relevant stakeholders with different understandings of NSW
- Private information of the vendor on the system
- Security Concerns when the document is published
- Readiness for assessment
- Language barriers

NSW Lesson Learnt

01.

High-level commitment and operation level participation are keys

02.

Technology adoption is unavoidable for any organizations

03.

Agencies must realize the importance of their contributions to trade facilitation

04.

Redundant and complicated procedures shall be simplified.

05.

Sufficient training is an important tool to successful implementation

06.

Use approachable and secured technologies

07.

NSW is not necessarily a single system as long as it is accessible

08.

There is no perfect way to build NSW system



Suggestions for SWAM

- Introduce Self-Assessment Mechanism as an option.
- The SW Assessment should focus more on goals and business processes.
- All questionnaires should be translated into the local context and avoid long text answers as much as possible
- The SW Assessment should be reflecting the scopes and types of NSW.
- The SW Assessment should be done at the right time.



Thank you!

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