



## Adapting SWAM in Georgia: experience and feedback



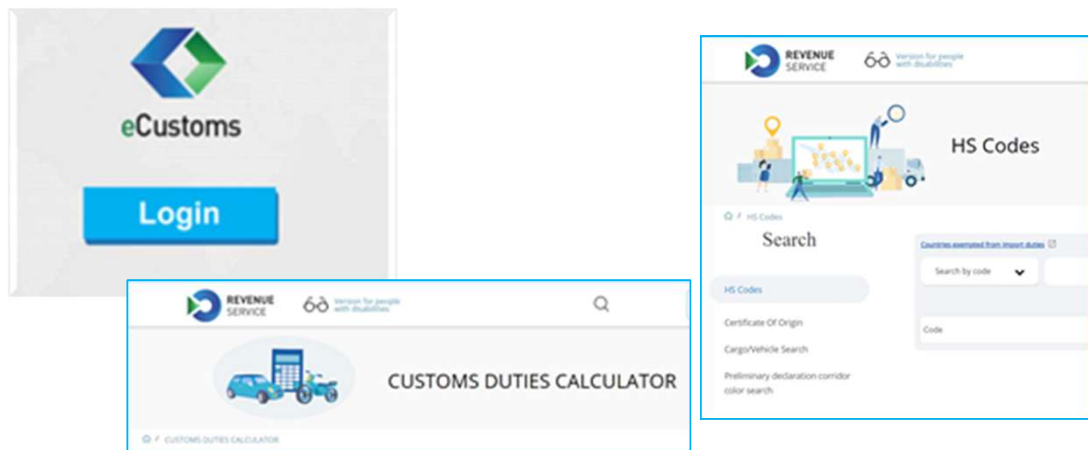
# Georgia Revenue Service

Tax and Customs administration, SPS border control agency



The principle is based on using single taxpayer's electronic account for all customs related documents starting from filling the customs declaration to requesting and receiving relevant license/permit/certificate issued by other agency [www.rs.ge](http://www.rs.ge)

- At present 8 state agencies are part of the system issuing about 56 documents out of which 38 licenses/permits/certificates are exchanged electronically with RS.
- More than 50% among them are issued by Georgia Revenue Service



# Institutional & Legal analyses

- Legislation - Unified System of Licenses, Permits and Certificates (2014) leading agency- Revenue Service
- Business model for the Single Window implementation – Public
- Services Development Strategy 2021-2024
- Consultative arrangement- National Trade Facilitation Committee  
*no separate SW steering committee*



Increasing accessibility and inclusiveness of services



Optimization of service business processes



Encouragement of self-service



# Observations

- Interoperability with other Customs systems in place and gradually developing
- Utilization rate of SW services for regulatory filings (EXIM Declarations) and LPCO submissions

LPCO submissions have been rated to high (above 70%).

EXIM Declarations – having several options for summation, the separate assessment needed

- Level of satisfaction with using Single Window- Private sector feedback positive
- Government Agency Feedback *-pending*
- Information Technology Framework *–partially assessed*



## Challenges and findings

- Lack of exchange services hindering connection to SW for some documents

*(several documents are not connected: "Import/export of human organ, organ part, tissue and cells", "Import, export and transit of waste" etc. )*

- Digitalization of the documents by the licensing agencies
- Enabling data to be used for statistics and analyses, set-up methodology
- No any in-depth analyses done to evaluate current state of SW



# Expanding the scope or functionality of the Single Window

- Establishment of SW intra and inter-agency coordination groups
- Establishing lacking exchange services that will allow connection to the SW, ensuring full coverage of all LPCOs
- Efforts towards digitalization of documents exchanged via SW for further use for customs purposes and expand interoperability with other platforms
- Expanding functionalities for statistics and analyses of SW operations
- Connection to **TRACES** online platform

Sanitary and phytosanitary certification required for the importation of animals, animal products, food and feed of non-animal origin and plants into the European Union, and the intra-EU trade and EU exports of animals and certain animal products

- Regional initiatives for exchanging LPCOs as the step towards regional SW



**Thank you!**

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