



Awareness Workshop on electronic single window implementation, June, 7-8, 2018, Protea Hotel, Blantyre, Malawi,



Workshop Report

June 2018

REPORT OF THE AWARENESS WORKSHOP ON ELECTRONIC SINGLE WINDOW IMPLEMENTATION HELD AT PROTEA RYALLS HOTEL, BLANTYRE, MALAWI FROM 7-8 JUNE, 2018

1.0. INTRODUCTION

The Malawi Ministry of Industry, Trade and Tourism in collaboration with the African Alliance for Electronic Commerce (AAEC) with financial support from African Trade Policy Centre (ATPC)/UNECA organized a workshop on the electronic single window implementation that was held at Protea Ryalls Hotel in Blantyre, Malawi from 7 to 8 June, 2018. The objective of the workshop was to raise awareness among stakeholders on the electronic single window concept.

The workshop was officially opened by Dr. Joseph Mkandawire, Director of Administration and Finance in the Ministry of Trade, Industry and Tourism. In his opening remarks he emphasized the importance of the electronic single window as a powerful tool of facilitating trade and reduce the cost of doing business in Malawi. He called upon participants to take the workshop seriously and embrace the necessary change in the course of implementing the National Single Window. He commended the African Alliance for Electronic Commerce for organizing the workshop at the right time when Malawi had embarked on the process of establishing and implementing electronic single window.

Speaking earlier on, Mr. David Ngarama, Chairman of the Technical Committee for AAEC, started by commending the Ministry of Industry, Trade and Tourism for accepting to host and organize the workshop which was a clear manifestation of the commitment the Government of Malawi has on the implementation of the electronic single window. He highlighted the main objective of AAEC being to develop high-performing single windows in Africa. He emphasized on the importance for Africa to have efficient trading regimes, among other things through the implementation of electronic single window, in order for the continent to gain momentum in global trade.

The Workshop was attended by participants from various agencies in Malawi and two delegates from Mozambique and Tanzania respectively. Mr David Ngarama, Mr. Abdoullahi Faouzi and Ms. Nogaye Diagne Diop, all from AAEC, were workshop facilitators. The full list of participants is annexed hereto as well as the programme of the workshop.



2.0. ACCOUNT OF PROCEEDINGS

Mr. Abdoullahi Faouzi started by introducing the African Alliance for Electronic Commerce as a grouping of countries in Africa that were implementing electronic single windows. The grouping came into existence following a decision made during the first edition of the International Single Window Conference held in Dakar, Senegal in November 2008.

The objectives of the AAEC were highlighted, inter alia, as seeking to promote electronic single window and e-commerce in Africa. In terms of the structure of the AAEC it is headed by a President of the Executive Committee, a President for the General Assembly, and five vice presidents representing various thematic areas. AAEC had recorded achievements in producing publications, assessments on e-commerce, conducted sensitization workshops, and electronic certificate of origin in some member states.

Presentations were made and followed by discussions during which participants raised issues of concern. The presentations included the following:

2.1 SESSION 1: OVERVIEW OF SINGLE WINDOW CONCEPT

Mr. David Ngarama made a presentation on the overview of the Single Window Implementation Guide developed by AAEC. The presentation highlighted the following:

- Several definitions of the electronic single window were elaborated as provided by various international trade facilitation agencies. AAEC defines a Single Window as a national or regional facility mainly built around an IT platform, initiated by a government or ad hoc authority to facilitate import, export and transit formalities, by offering a single point for the submission of standardized information and documents, in order to meet all official demands and facilitate trade related logistics.
- Participants were taken through the importance of single window in facilitating trade so as to reduce time of trade procedures; increase efficiency in the custom services; improve quality of services; create a conducive business environment; enables electronic exchange of documents and information and it enables electronic submission of supporting documents for customs or relevant stakeholders.



- The presentation provided three types of single window as to include single window for foreign trade formalities, logistics coordination, and national integral single window. The functions of the single window were also elaborated.
- The presentation further enumerated success factors for single window implementation which included preconditions for institutional and organizational, legal and regulatory, and technological; conformance to international norms and standards; ideal business model; best governance practices, transparency on service pricing; and information publication.

Participants expressed observations on security and authenticity of the documents in the single window systems, possibility of incorporating key agencies without automated systems, power/network challenges to sustain single window operations, ideal model and accredited users of the single window, resistance to change, and convenient accessibility to single window systems, among others.

2.2 SESSION 2: STOCK-TAKING FOR MALAWI SINGLE WINDOW READINESS

Mr. Diamond Chikhasu from Malawi Ministry of Industry, Trade and Tourism made a presentation on the state of national single window implementation in the country. It was highlighted that Malawi Cabinet approved National Single Window Concept in May, 2013. The Ministry followed the approval by establishing NSW implementation structures which included instituting Steering Committee and four Technical Working Committees, with their terms of reference, to spearhead NSW implementation. A roadmap was developed stipulating steps to be followed in the implementation process. However, implementation delayed due to lack of resources from the Government purse. In 2015, the Government of Malawi obtained a loan from the World Bank to resume the NSW implementation process.

The participants were updated that the Government of Malawi had finalized the process of engaging a consultant to conduct the feasibility study and development of the blue print. The consultant was expected to commence work by June 2018. The study would help Malawi to be informed as to which would be the appropriate model for the single window.



2.3 SESSION 3: PRACTICAL STEPS OF SINGLE WINDOW IMPLEMENTATION

Mr. Abdoullahi Faouzi took participants through ten ideal steps for the implementation of the electronic single window. The steps included stakeholders' buy-in of the single window concept; political commitment at high levels; resource mobilization; setting up the project team; establishment of national steering and technical committees; business process analysis; defining implementation strategy; drafting of specifications; implementation and deployment; and operational and monitoring.

2.3 SESSION 4: PROPOSAL OF A ROADMAP FOR MALAWI

Participants were allocated into two groups and were to come up with envisaged challenges and proposed solutions, and also to review the roadmap in the establishment and implementation of electronic single window system in Malawi.

The two groups came up with the following challenges:

	GROUP 1	RECOMMENDED/SOLUTIONS
1	Technology <ul style="list-style-type: none"> - ICT Infrastructure <ul style="list-style-type: none"> - Network timeouts - Network access - Limited resources 	<ul style="list-style-type: none"> - Mobilization of resources - <i>all agencies must list down what they need</i> - Invest in power generation and internet connectivity, preferably fiber.
2	Change Resistance <ul style="list-style-type: none"> - Lack of commitment - Loss of authority/mandate/control - Physical contact 	<ul style="list-style-type: none"> - Massive stakeholders' sensitizations programs to key stakeholders and even public in general - Political commitment to end the vices - Institutional commitment - Stakeholder commitment (MOU) - Instruction to drop manual system when single window is deployed.
3	Security <ul style="list-style-type: none"> - Proper legislation for data protection - Technological security gaps 	<ul style="list-style-type: none"> - Lobby for legislation for data protection - Advanced technology for system security - Disaster Recovery and Backup for data (reference for data integrity)

4	Running costs/ Sustainability	<p>Private Sector</p> <ul style="list-style-type: none"> - Budget contributions by private sector - Willingness to assist with budgets - Willingness to pay fees for services <p>Government</p> <ul style="list-style-type: none"> - Government commitment
5	Harmonization of business process	<p>Interaction with stake-holders</p> <ul style="list-style-type: none"> - <i>Make sure revenue is not affected</i> <ul style="list-style-type: none"> - Duplication of business processes, procedures and documentation required. - Different interests like revenue may influence dialogue.
GROUP 2		
1	Networking Connectivity	Setting up a recovery site (Both primary and secondary)
2	Power Connectivity	Back up Power (Solar/Generators)
3	Acceptance for Change	Change Management
4	Sustainability of the Project	Comprehensive roadmap that clearly explains how the project would be sustained. Transaction based charges
5	The choice of the business model	Business model that will decide how the project would be financed.

The groups reviewed the roadmap as follows:

GROUP 1

1. On phase 2, add legislation for data protection
2. Project management unit should cater for M&E

GROUP 2

1. Feasibility study of the project. That will decide the implementation strategy
2. Having a well inclusive team that will deliver the specifications for the project

3. Project implementation and deployment

3.0 CONCLUSION

The workshop was well organized and delivery of workshop material by the facilitators was excellent. Participants actively participated throughout the two days of the workshop. The workshop achieved its objectives.

In closing, Mr. David Ngarama thanked all participants for their active participation and interest shown in the single window concept. He reiterated AAEC's commitment to facilitate establishment and implementation of national single window in Malawi. He invited the Ministry officials to call on AAEC for any technical support that might be required in the course of implementing the national single window.

On behalf of the Ministry of Industry of Trade and Tourism, Mr. Diamond Chikhasu also thanked AAEC for a well executed and delivered workshop. He extended gratitude to AAEC/UNECA for financial and logistical support provided to enable the Ministry to host the workshop. He requested AAEC to organize more workshops ^{as} the single window concept was not adequately publicized among stakeholders.

Done in Blantyre, Malawi

Date 8th June, 2018



DAVID NGARAMA
CHAIRMAN
TECHNICAL COMMITTEE
AAEC

DIAMOND CHIKHASU
MINISTRY OF INDUSTRY, TRADE
& INDUSTRY
MALAWI



Workshop to raise awareness of single window implementation June, 7-8, 2018, Blantyre,
Malawi, Protea Ryalls Hotel

Attendance sheet

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June 8, 2018 7-8 JUNE

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