LECTRONIC CERTIFICATE OF ORIGIN SYSTEM (e-Coo)

DEPARTMENT OF COMMERCE



Our Team at DoC

Rules of Origin Department has 24 working staff members dedicated to the process of certificate issuance.

Experts with over 20+ years of service & experience.

With support and guidance of International Trade Centre & development efforts of Elysian Crest Pvt Ltd, the eCoO system was implemented.





International Trade Centre

Elysian Crest

MISSION OF THE DOC

“To develop and promote Sri Lanka’s foreign trade relations at bilateral, regional and multilateral levels by the effective implementation of government trade policy, with a view to raising the standards of living and realizing a higher quality of life through the increase of total production, income and employment levels, thereby actively contributing to the overall economic growth of Sri Lanka.”

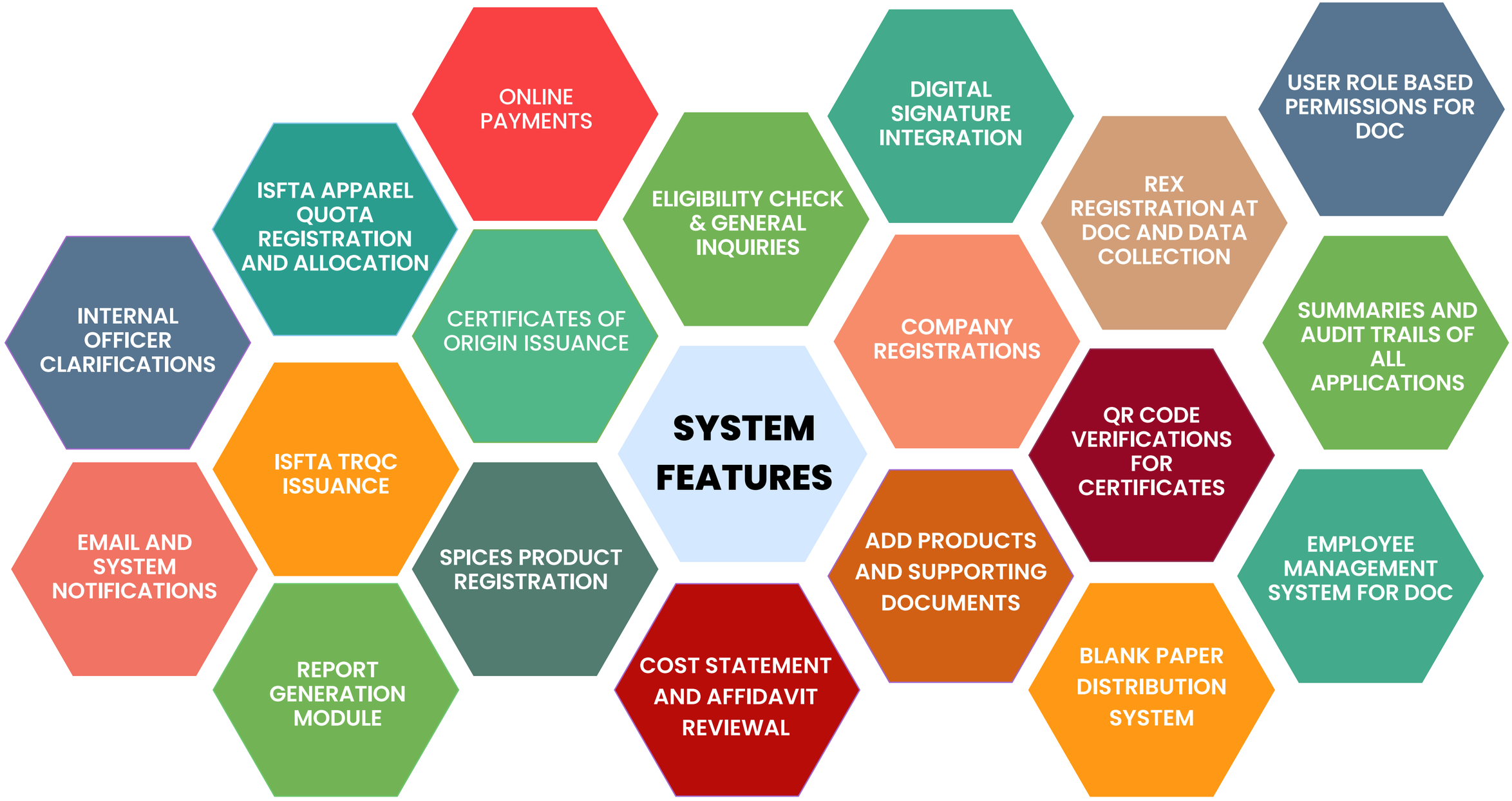
Mission and Role of DoC

- Over 6000 registered exporters with DoC
- Facilitation of Sri Lankan Exports through issuance of 200 - 350 Certificates daily
- CoOs issued under 7 trade agreements
  - Indo-Sri Lanka Free Trade Agreement (ISFTA)
  - Pakistan-Sri Lanka Free Trade Agreement (PSFTA)
  - Generalized System of Preferences (GSP)
  - SAARC Preferential Trading Arrangement (SAPTA)
  - South Asian Free Trade Area (SAFTA)
  - Asia Pacific Trade Agreement (APTA)
  - Global System of Trade Preference (GSTP)
- Tariff Rate Quota Certificates issued for Apparel products
- REX System facilitation for the EU

Key Features of the Electronic Certificate of Origin System

DEPARTMENT OF COMMERCE

DIGITALIZATION OF WORKFLOWS WITHIN DOC

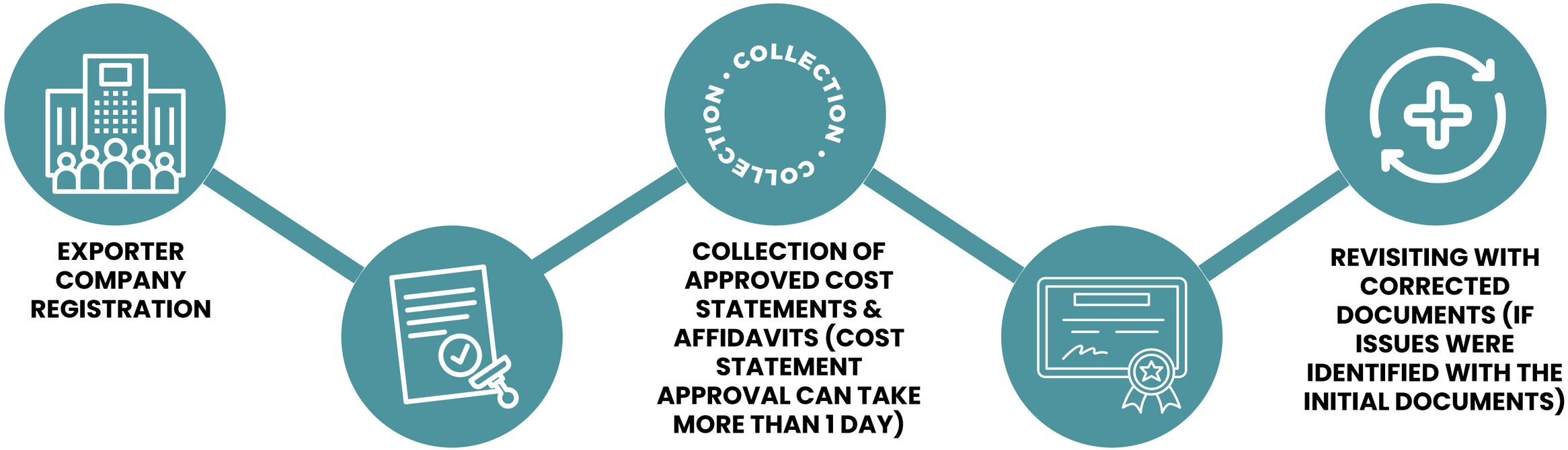


Challenges faced during the Manual Issuance of Certificates of Origin

DEPARTMENT OF COMMERCE

MANUAL VISITS TO DOC BY EXPORTERS

- Exporters from across Sri Lanka have to make multiple trips DoC to get approval for their documentations and receive CoOs.
- They have to wait in lobby for hours till the documents are processed by the staff.



COMPLICATIONS WITH COVID -19



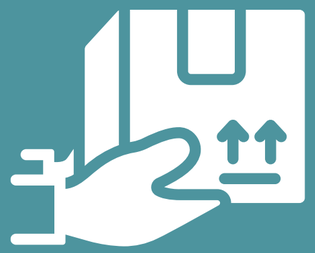
- Travel restrictions being placed, preventing exporter visits.
- Health and safety risk in processing manual documents.
- Need for the continuation of DoC operations and trade facilitation during Force Majeure.

MANPOWER TO PROCESS APPLICATIONS



- DoC RoO operations run by a relatively small team but demand for CoOs, TRQCs and REX registrations increasing.
- Government budget cuts in order to curb the economic crises, prevents DoC from hiring new staff.

COURIERS AND WHARF CLERKS

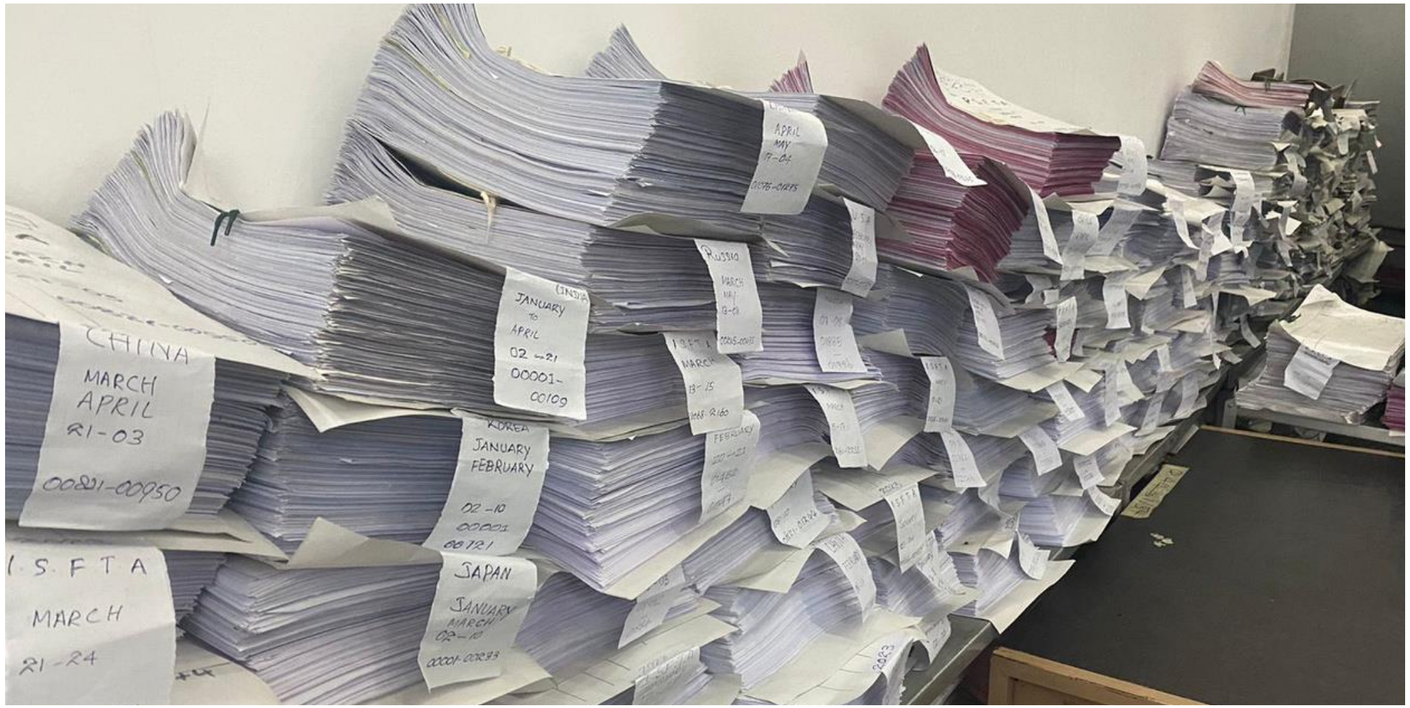


- Many exporters outside Colombo hire Wharf Clerks due to complexity of the process and need for multiple visits.
- Once CoO is issued, the certificate needs to be couriered to the destination country.

Manual Record Keeping

- 48,000 + certificates issued yearly.
- An Original Copy & Office Copy maintained for each CoO.
- Office Copies kept at DoC for,
  - Record keeping purposes
  - Verification & inquiry requirements
  - Company audits post issuance



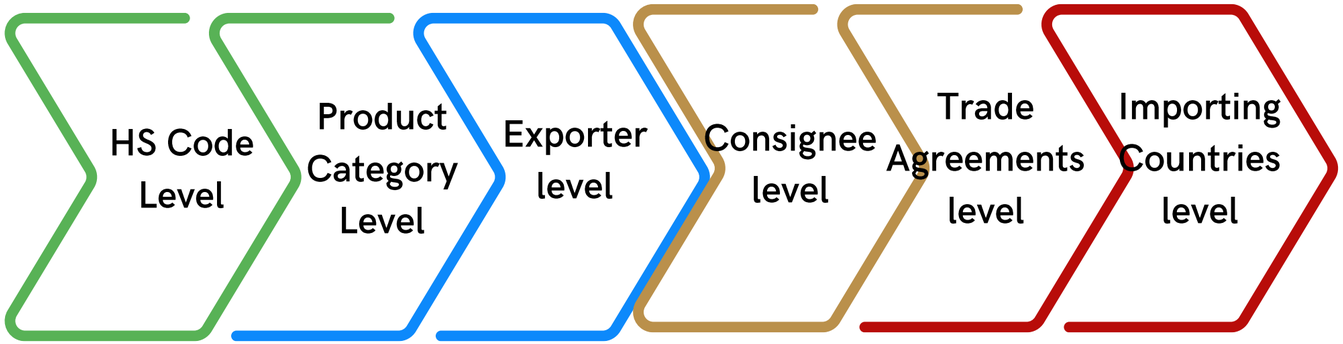




Need for a safe and secure digital repository of data



- Loss of exporter records, due to damages to paper, misplacement & mishandling of documentations
- Lack of storage space
- Difficulty in finding records (1 - 2 days), to be retrieved for company audits, verifications by foreign agencies.
- Lack of querying & analysis capabilities
  - Creating comprehensive weekly, monthly & annual reports
  - Upstream and downstream querying to drill down micro level analysis into product level information as well as macro level analysis into countries and agreements.

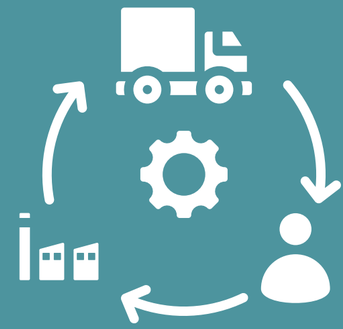


- 4 Quota systems maintained by the DoC
  - ISFTA Apparel Tariff Rate Quota System (allocation and monitoring of 8 million pieces to exporters Bi-Annually)
  - ISFTA Quota (Tea, Pepper, Desiccated Coconut, Vanaspathi)
  - PSFTA Quota (Tea & Textiles)
  - Areca Nut Quota System

- Manual system opens opportunity for exporter malpractices.
  - Misses within the existing checking & approval mechanisms within DoC
  - Bypassing of DoC all together through total forgery by exporters
- Duplication of invoices, CUSDECs during CoO Application
- More Stringent manual checking mechanisms to mitigate bad actors leads to an increaase of time taken.

Application Type	Time Taken
Company Registration	1 week
Cost Statement Approval	3 weeks
Certificate of Origin	8 hours

Manual Maintenance Quota Allocation Systems



Forgeries, malpractices and time taken



The importance and need for a digitalized system

To **safeguard the interests of importing countries** as well as the **protecting the integrity of Sri Lankan exports** through the **prevention of exploitation of preferential trade agreements, eradication of forgeries and malpractices** and thus ensuring the export of authentic products originated within Sri Lanka **adhering to Rules of Origin**

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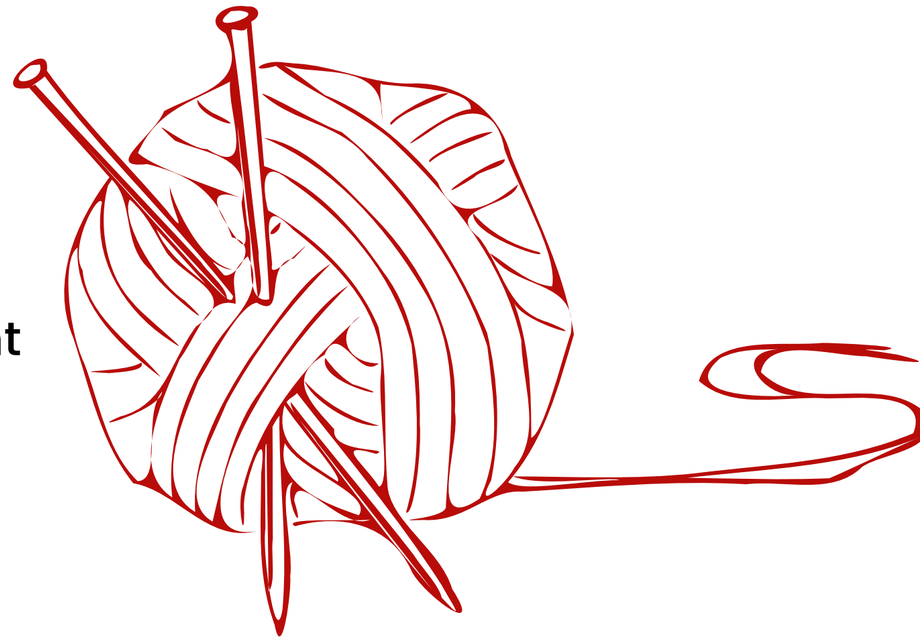
Challenges faced during the implementation of the eCoO

DEPARTMENT OF COMMERCE

Untangling the complexities within CoO Issuance

- 17-year-old manual system
- Each exporter in Sri Lanka has their own template, style and methodologies in filling CoOs,
  - Different countries within the same agreement requires different information to be entered.
  - Foreign buyers require specific formats and details.
  - Same product, has differing HS Codes based on the country.
  - Varying document preferences and data entry requirement in each agreement, country, foreign buyer, local exporter.
  - Some exporters require **Issued Retrospectively** seals on certificates for delayed shipments.



How to streamline a process where each exporter has their own, long established method of certificate application?

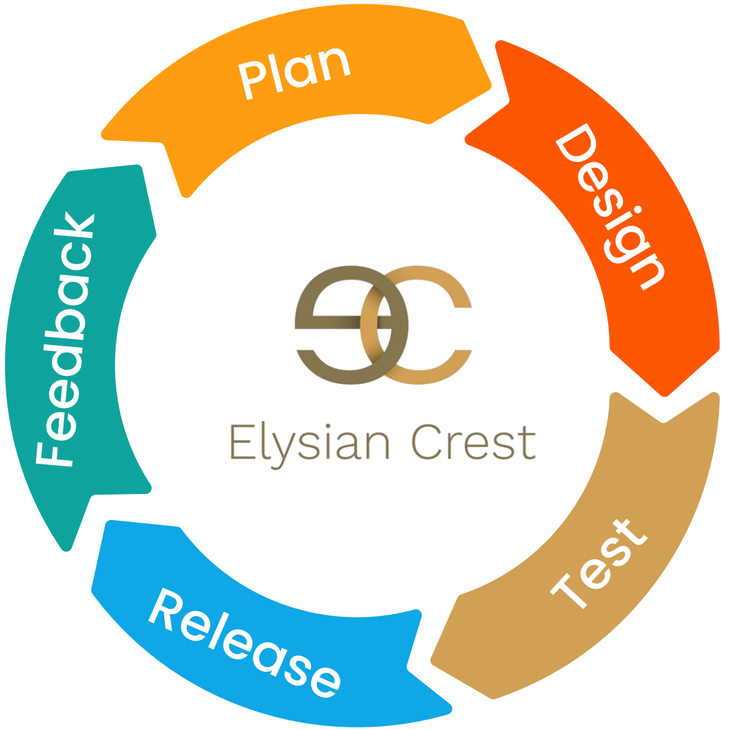
Complexities in BPM and SRS documentation

- Extensive Business Process Mapping and multiple revisions to the System Requirements Specification (SRS) documentation.
- New requirements arising at various stages of the Software Development Life Cycle post finalization of the SRS.
- Changes of the existing requirements collected and features developed.



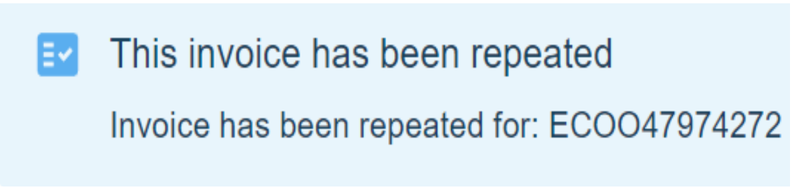
Solutions :

- Establishment of a Project Committee comprised of prominent exporters within Sri Lanka & taking their inputs/feedback throughout the development process.
- Elysian Crest Pvt Ltd follows a framework of agile software development methodology that allows them to be open to taking inputs, requirements and changes throughout the project development life cycle.
- On site feedback collection from exporter's post launch to address their case-by-case challenges.
- Extensive Business Process Mapping and multiple revisions to SRS.



Problem:

- Exporters engaging in malpractices through duplication of invoices, CUSDECs when applying for CoOs.
- Minimizing mistakes made by DoC officers during reviewal of CoOs.
- Perishable Exporters when applying for CoOs will not have CUSDEC, weight and invoice information.
- This is only available when cargo is loaded onto the plane.
- Once cargo is loaded, CoO must be presented to the relevant authorities when the plane lands.
- However, DoC only operates 8.30 am - 4.30 pm on working days while cargo onboarding happens 24/7, 365.
- As such it is not possible to issue a CoO on time for Perishable exporters

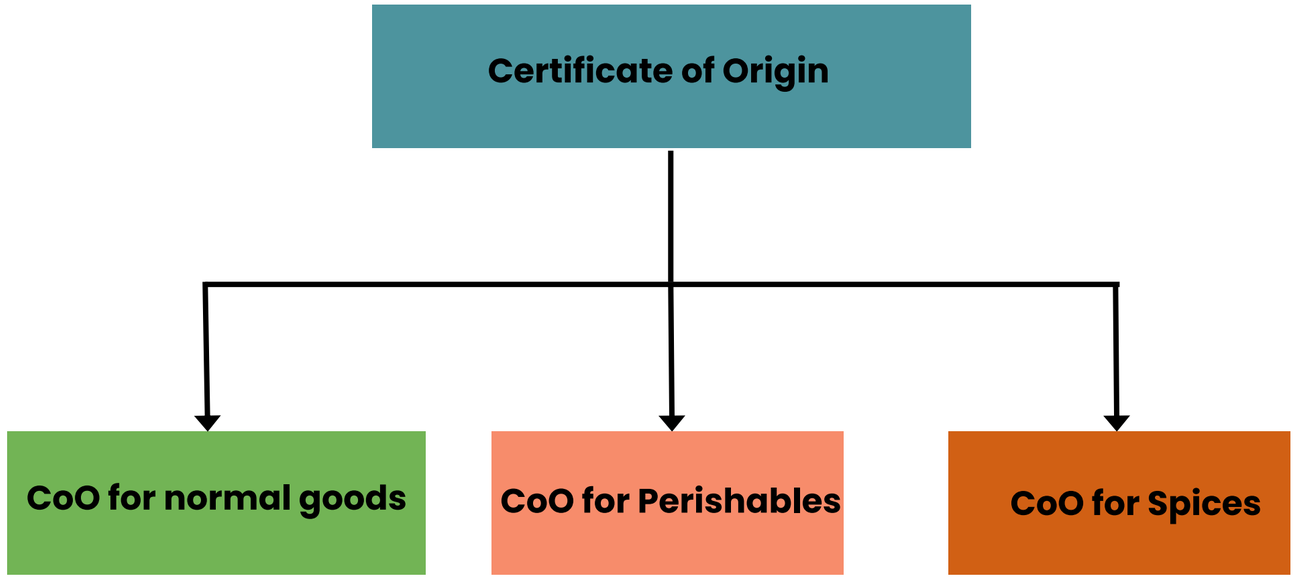






Solutions :

- Introducing of workflows within DoC to ensure stringent yet time efficient reviewal processes.
- System notifying DoC officer's if an exporter has utilized one of the documents before.
- CoOs have been separated into 3 types based on their use cases and documents collected.
- Separate subsystem introduced allowing exporters to apply for CoO for perishable products separately, update their certificates when they load their cargo & for DoC to review the updated certificates and take action as necessary.



- Separate data and input collections
- Separate document collections
- Separate workflows for each CoO processing

Walkthrough of the Electronic Certificate of Origin System

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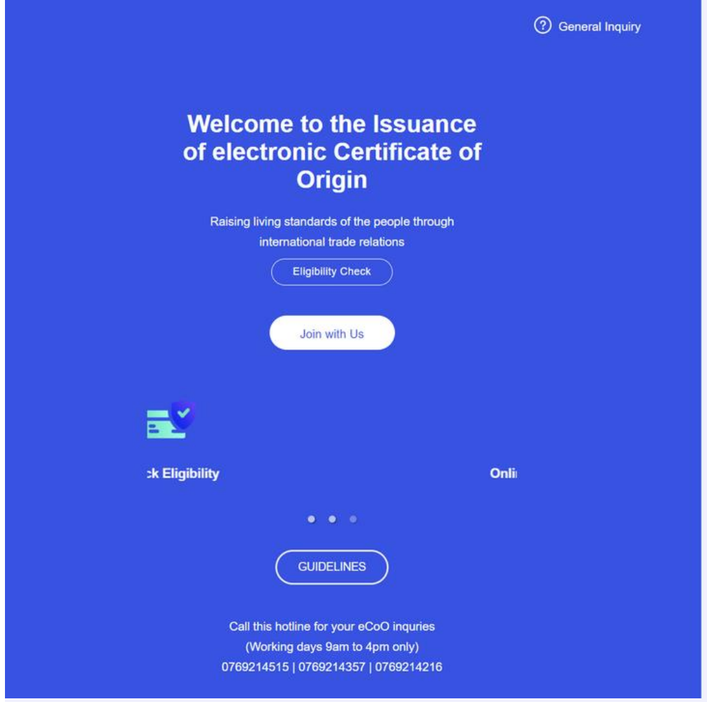
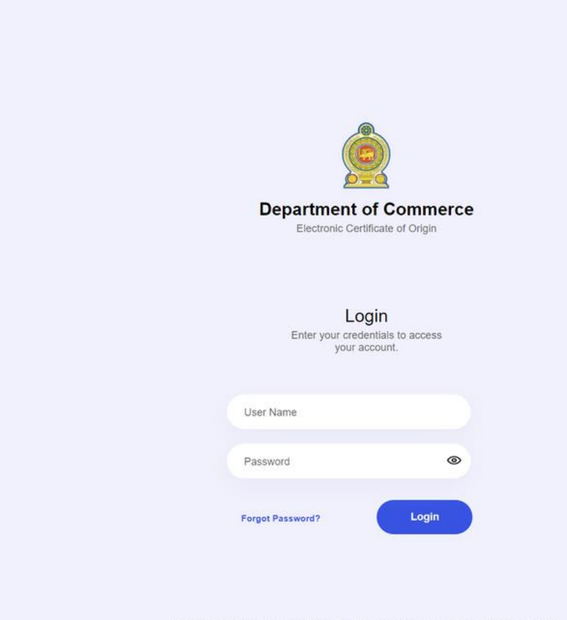
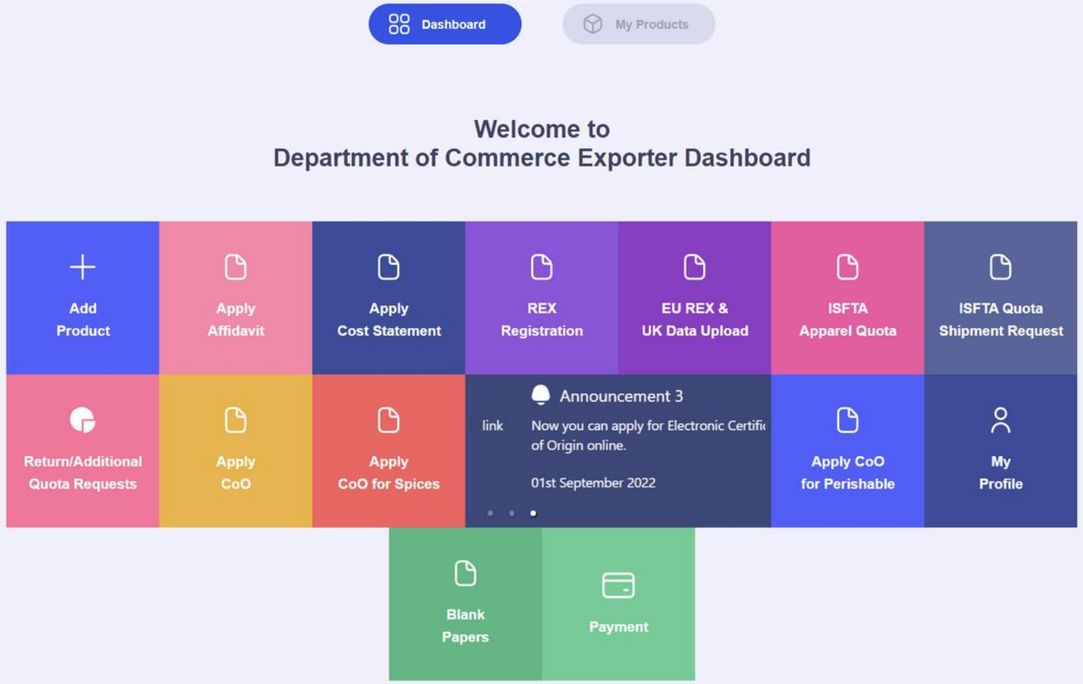
EXPORTER PORTAL







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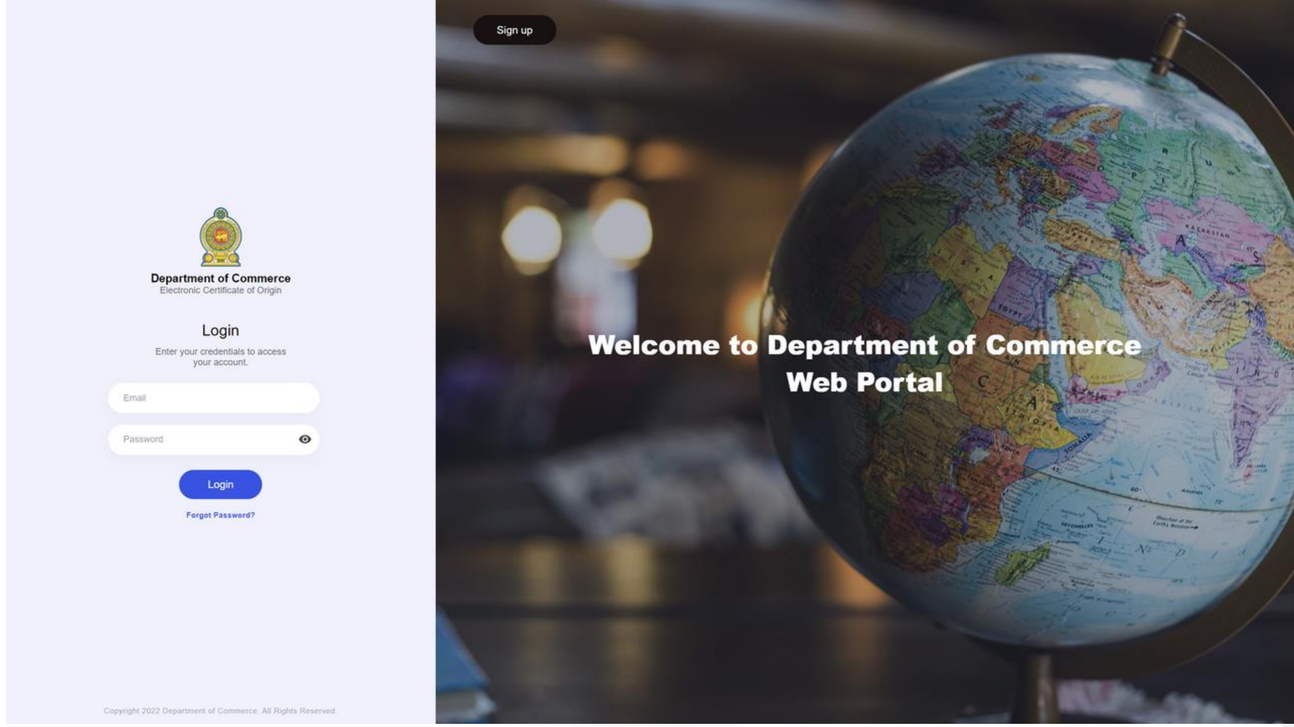
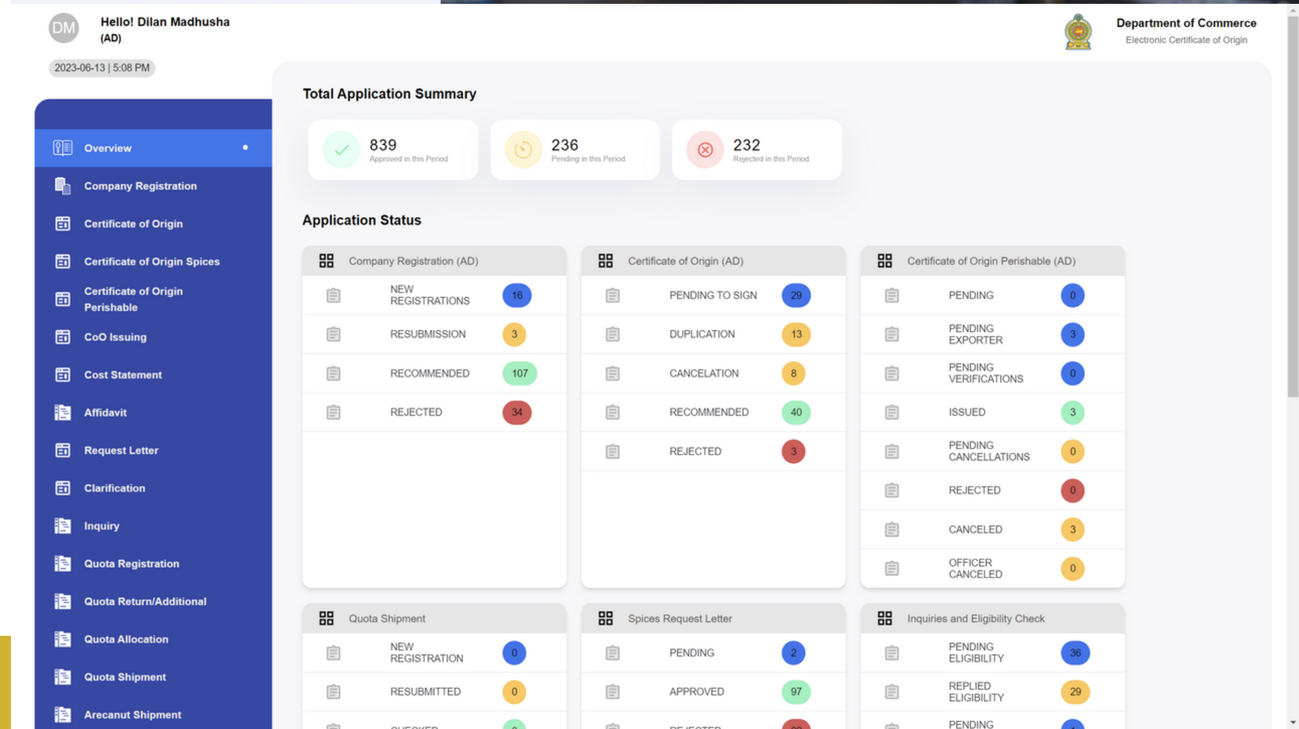
OFFICER PORTAL







EXPORTER JOURNEY THROUGH THE SYSTEM

EXPORTER REGISTERS WITH THE ECOO

Exporter creates an account with the eCoO

ADDING PRODUCTS AND UPLOADING SUPPORTING DOCUMENTS

Submitting Cost Statement or Affidavit for approval

AFFIDAVIT COST & STATEMENT REVIEWAL BY DOC

DoC reviews the product affidavits and cost statements

EXPORTER SUBMISSION OF CERFICATES OF ORIGIN

Submission of CoOs for ISFTA, PSFTA, SAFTA, SAPTA, APTA, GSP, GSTP

REVIEWAL OF CERTIFICATES OF ORIGIN BY DOC

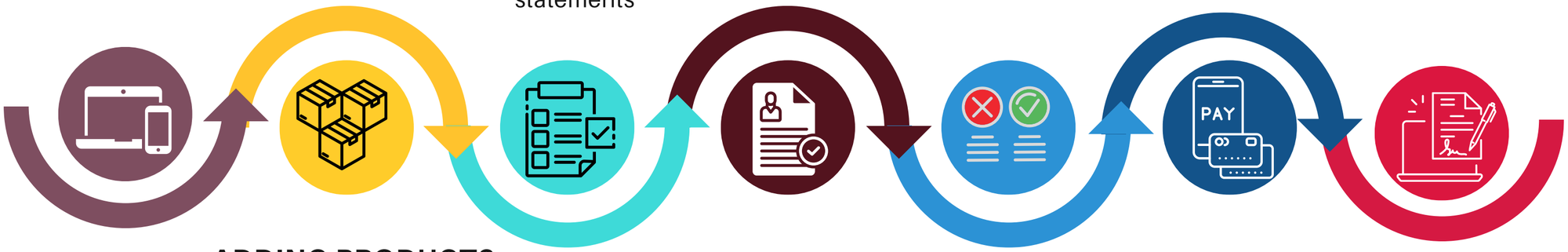
DoC reviews the Certificates of Origin

EXPORTER PAYMENT FOR COO AND PLACEMENT OF DIGITAL SIGNATURE

Payment Collection from the exporter through an Internet Payment Gateway

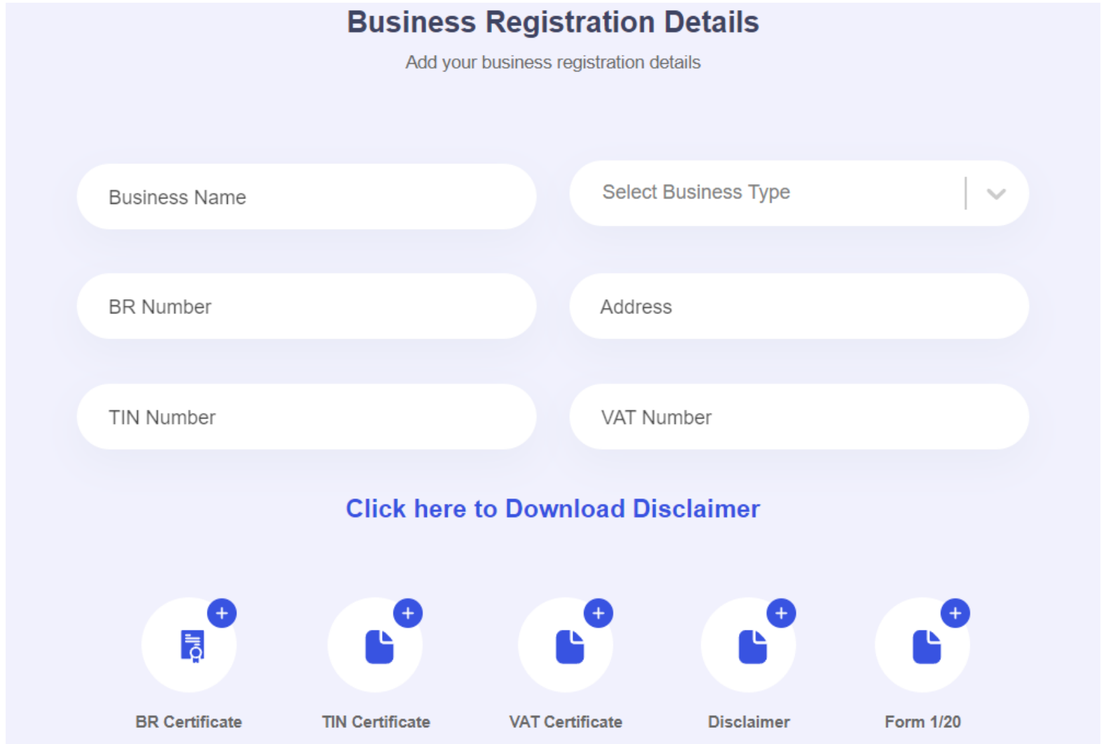
DOC DIGITAL SIGNATURE PLACEMENT AND ISSUANCE

DoC officers will digitally sign and issue CoOs

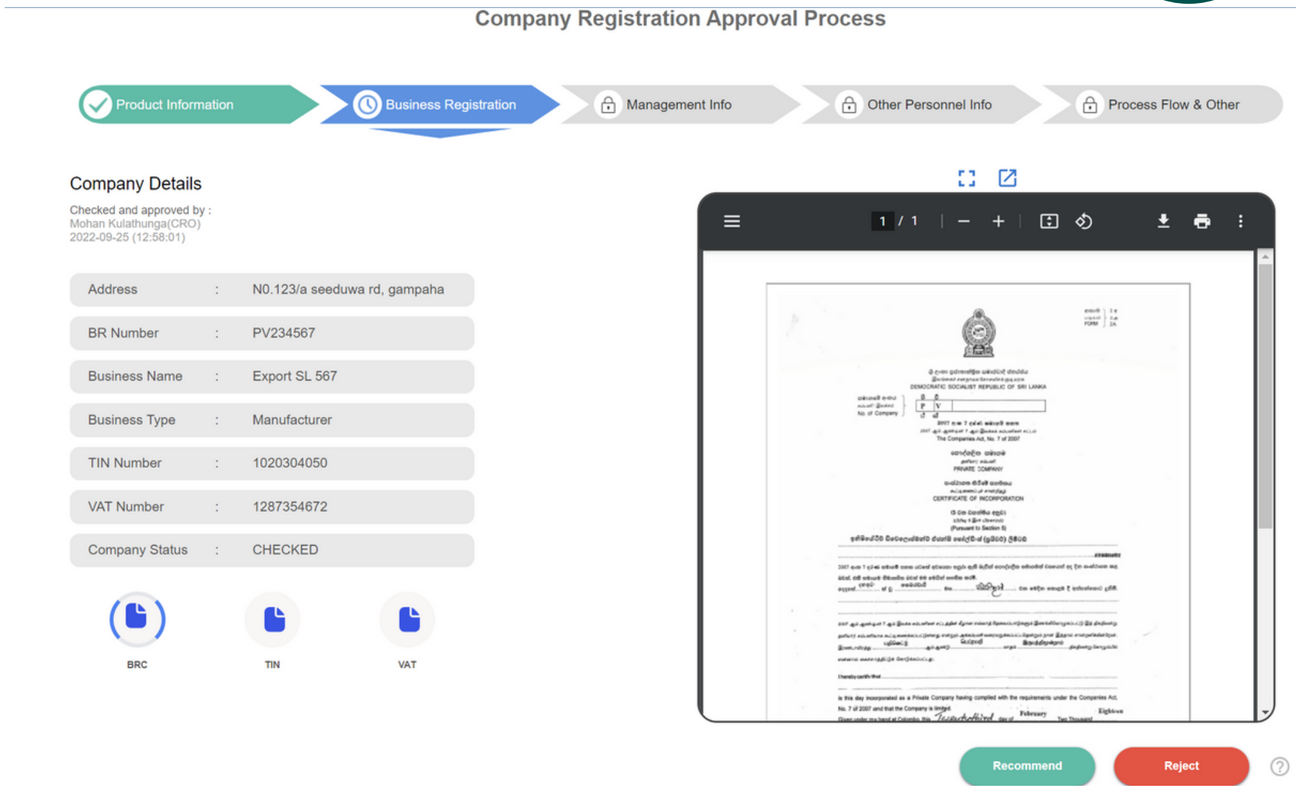


EXPORTER REGISTRATION

- Two types of exporters
  - Already registered exporters with DoC
  - New exporter
- Account Creation Details
- Business Registration Details
- Company Management Details
- Product Specific Documentation



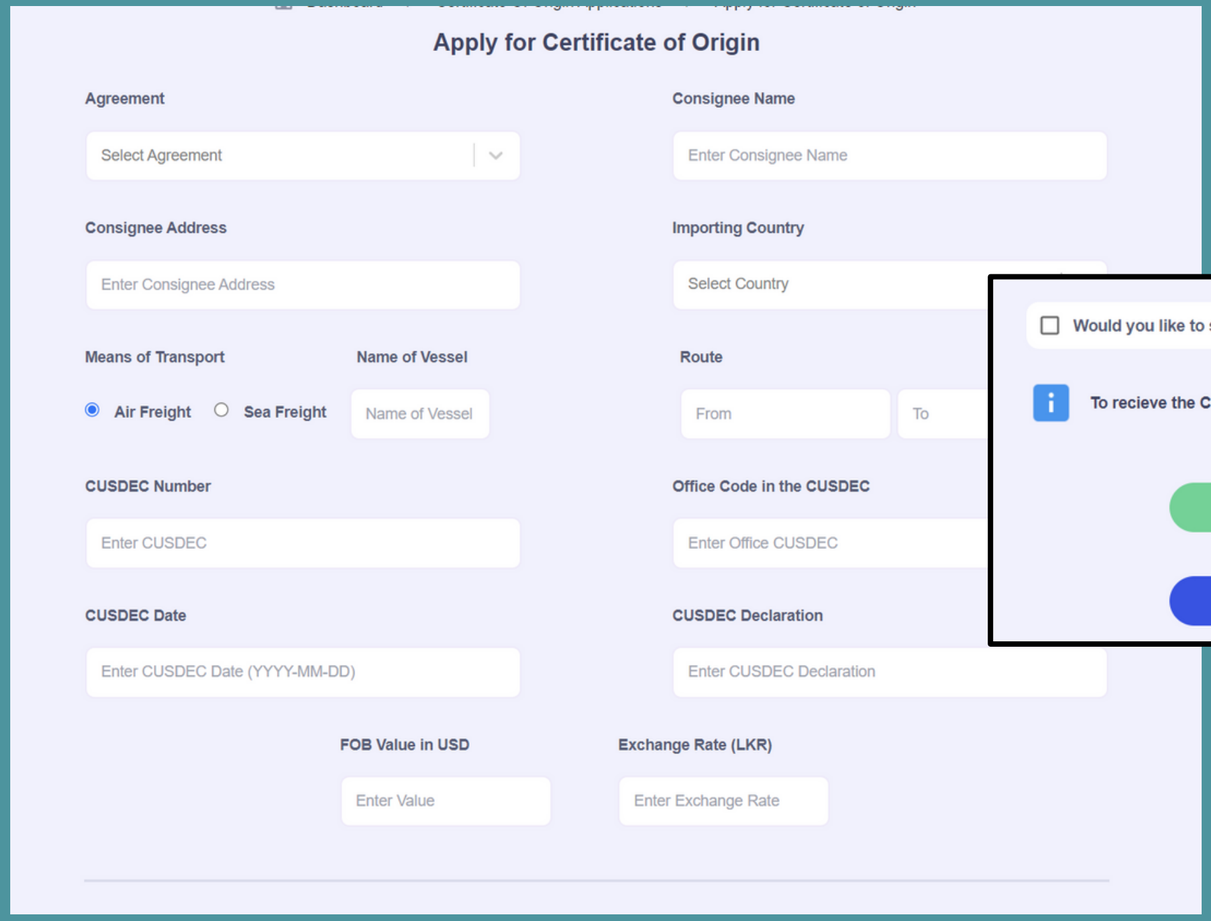
DOC REVIEWAL OF NEW EXPORTERS

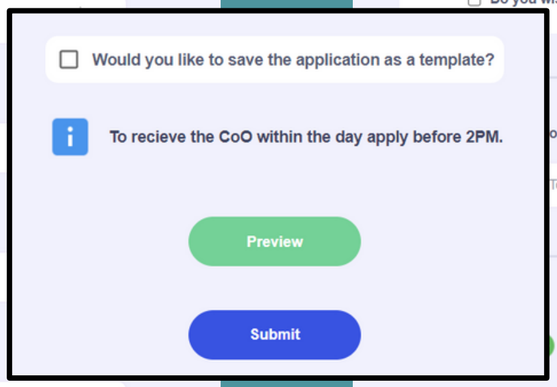


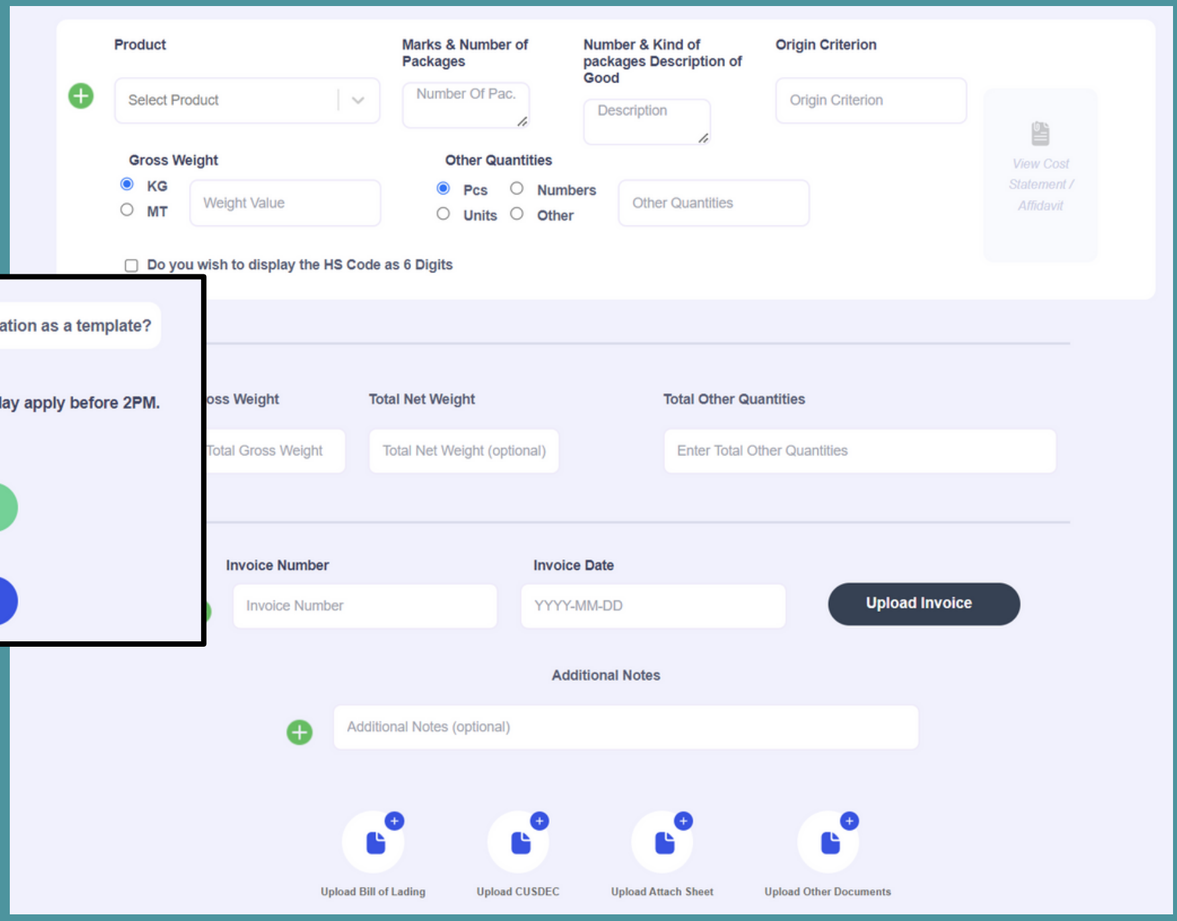
- Approve or Reject Company Registrations
- Collection of Registration fee upon Approval
- Automated Generation and Issuance of a DoC Registration Number (D/COM/R/XXXXX)

EXPORTER APPLICATION FOR CERTIFICATES OF ORIGIN

- Exporter fills application form and uploads relevant documentation.
- Previews generated certificate.
- Saves as a draft template for later use.

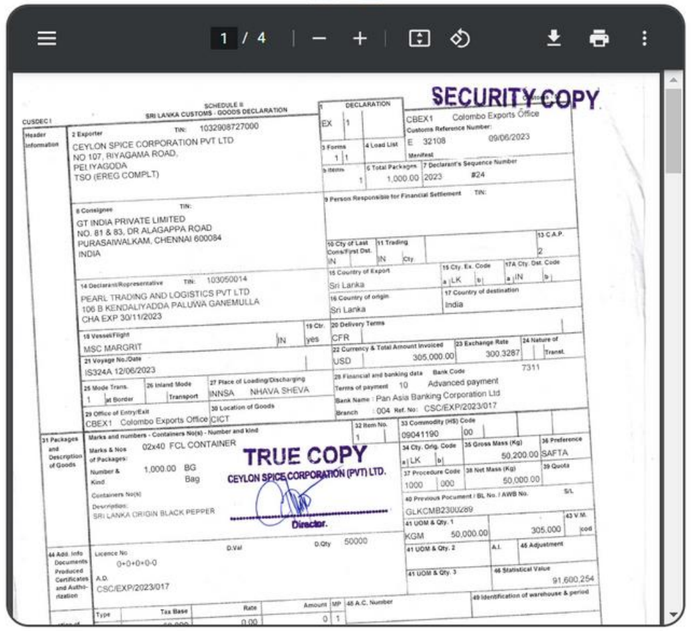




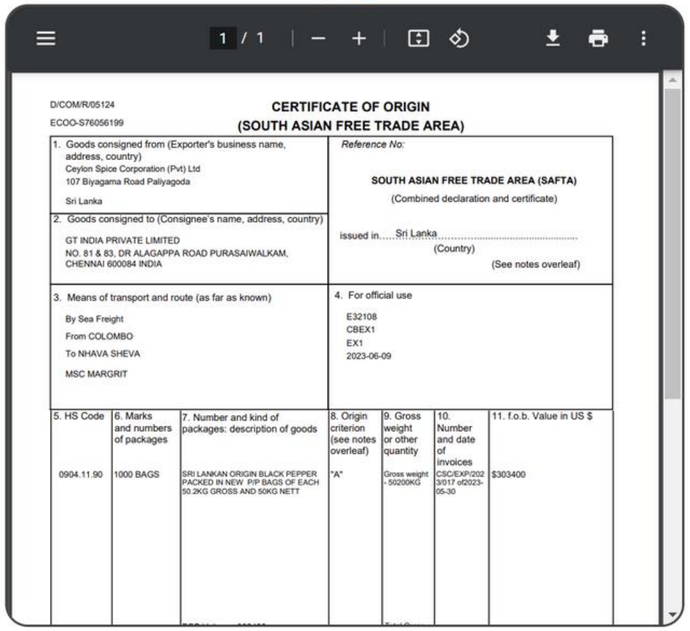


DOC REVIEWAL OF CERTIFICATES OF ORIGIN

Supporting Documents



E-CoO (Office Copy)



ORIGINAL_CARGO_DISPATCH_NOTE

APPROVED_AFFIDAVIT

DRAFT_BILL_OF_LADING

PHOTOS_OF_CONTAINER

PHYTOSANITARY_APPLICATION

OTHER_DOCUMENT

CUSDEC_SECURITY_COPY

CSC/EXP/2023/017

Check list of CUSDEC SECURITY COPY

Exporter and Consignee Name and Addresses	:	✓ ✗
Weight	:	✓ ✗
FOB	:	✓ ✗
Container No	:	✗
Vessel Name	:	✗
CUSDEC No and Date	:	✓ ✗
Cage 36	:	✓ ✗

APPROVE REJECT

- DoC based on their workflow protocols reviews the CoO.
- Hierarchy of reviewal

Checking Officer

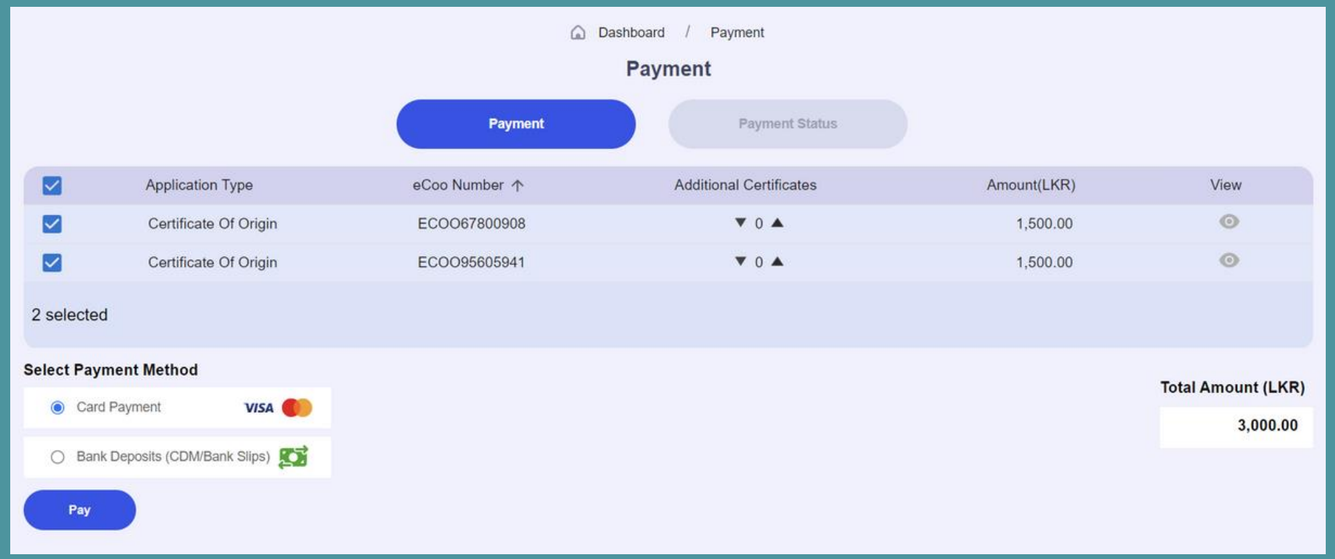
Recommending Officer

Signing Officer

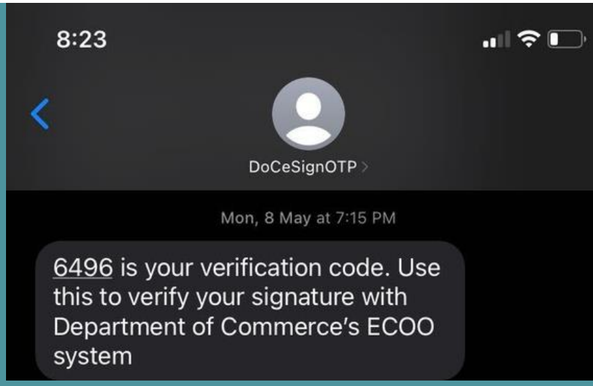
EXPORTER PAYMENT AND PLACEMENT OF DIGITAL SIGNATURE

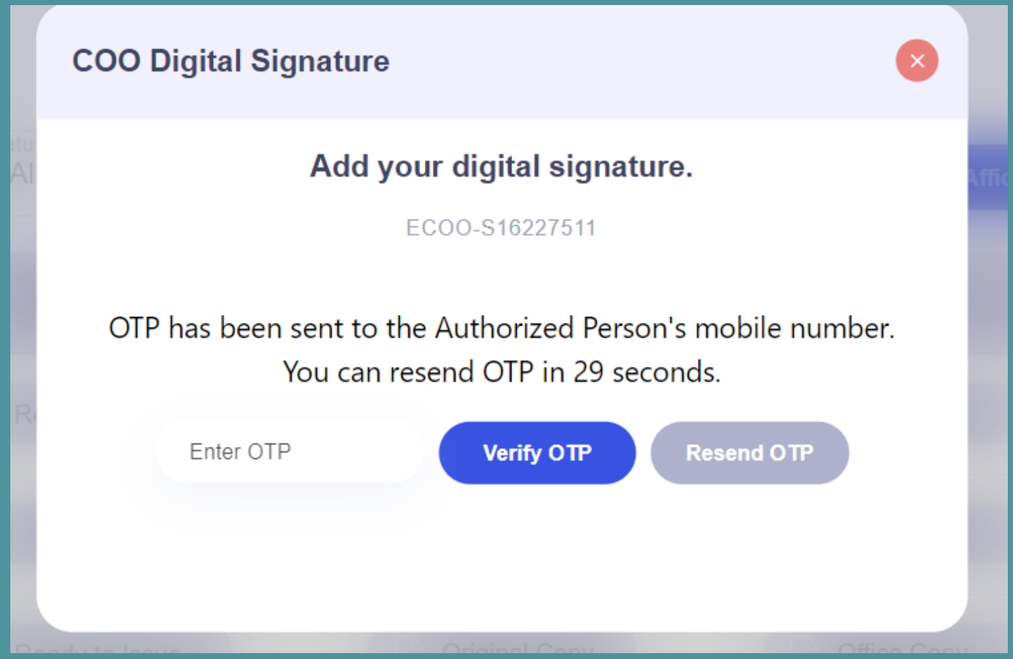
- Payment through an Internet Payment Gateway for Credit and Debit card transactions and through the LankaPay Online Payment Platform (LPOPP)





2. Placement of Digital Signature with authentication through OTP Verification





PEOPLE'S BANK
Pride of the Nation

Your Trusted Payment Network
lanka pay

CERTIFICATE OF ORIGIN

1. Goods consigned from (Exporter's Business Name, Address, Country)
Pansam Foliage and Orchid Ltd.,
No. 44/A, Bandarawela
Sri Lanka

Reference No. CO/ISFTA/2023/02535

INDO - SRI LANKA FREE TRADE AGREEMENT (ISFTA)

(Combined declaration and certificate)

Issued in Sri Lanka (Country)

(See notes overleaf)

2. Goods consigned to (Consignee's Name, Address, Country)
Kumar Patel
Kolkata, India

4. For Official use
26-05-2023 10:04
ISSUED RETROSPECTIVELY

3. Means of transport and Route (as far as known)
By Air Freight
From Colombo
To Kolkata

5.Tariff Item number	6.Marks and numbers of packages	7.Number and kind of packages : description of goods	8.Origin criterion (see Notes overleaf)	9.Gross weight or other quantity	10.Number and date of invoice
5678.91.23	sdfsdf	dsfdsf	B 305%	Gross weight - 2123KG	INV 123456 of2022-12-12

Page1

DoC digital signature and CoO Issuance

QR Code Verification

12. Certificate:
It is hereby certified, on the basis of control carried out that the declaration by the exporter is correct.

Digitally Signed by,
Sanjeewa Pattiwala
Deputy Director of Commerce
Colombo

DEPARTMENT OF COMMERCE ★ COLOMBO SRI LANKA (CEYLON) ★

13-06-2023 16:42

Place and date, signature and stamp of certifying authority.

Sub Systems of the Electronic Certificate of Origin System

DEPARTMENT OF COMMERCE

ISFTA APPAREL QUOTA SYSTEM

- Allocation of 8 million pieces of Quota for apparel exporters bi-Annually
- Monitoring of Quota Allocated, Quota Utilized and Balances for all apparel companies with tracking for 37 categories of apparel products
- Exporter facilities for requesting Quota, Additional Quota and Quota Return Requests

ISFTA Apparel Quota

ISFTA Quota Shipment Request

Return/Additional Quota Requests

Quota Shipment Summary

Quota Year : 2023 Quota : FIRST QUOTA

Company/TRQC Reg No.	Company Name	Initial Allocated	Additional Quota	DOC Return Quota	Exporter Return Quota	Total Allocated	Total Issued	Balance	Category 1	Category 2	Category 3	Category 4	Category 5	Category 6	Category 7
D/COM/TQ/2012/34	Union Apparels (Pvt) Ltd	30,000	3,000	15,000	0	18,000	17,363	637	0	0	0	11,030	0	0	0
D/COM/TQ/2015/113	Ansell Textiles Lanka (Pvt) Ltd.	25,000	0	12,500	0	12,500	0	12,500	0	0	0	0	0	0	0
D/COM/TQ/2018/168	Crystal Martin Ceylon (Pvt) Ltd.,	51,960	194,540	0	0	246,500	240,474	6,026	0	0	0	0	0	0	0
D/COM/TQ/2012/65	Winterquilts(Pvt) Ltd	37,000	0	18,500	0	18,500	0	18,500	0	0	0	0	0	0	0
D/COM/TQ/2020/180	Courtaulds Trading Company (Pvt) Ltd	33,300	15,331	0	0	48,631	38,468	10,163	11,603	0	0	0	0	0	0
D/COM/TQ/2012/56	Lanka Garments MFG. Co. Ltd	35,000	0	8,750	20,307	5,943	5,943	0	0	0	0	0	0	0	0
D/COM/TQ/2015/108	Trendywear Adhikarigama (Pvt) Ltd	5,200	0	2,600	2,600	0	0	0	0	0	0	0	0	0	0
D/COM/TQ/2022/199	Nishara Export & Import (Pvt) Ltd	80,600	8,200	20,150	0	68,650	7,502	61,148	4,320	0	0	3,182	0	0	0

REGISTERED EXPORTER SYSTEM

- Data collection of REX (European Union) companies through eCoO, to enhance the data collection, querying and analysis capabilities of the DoC.

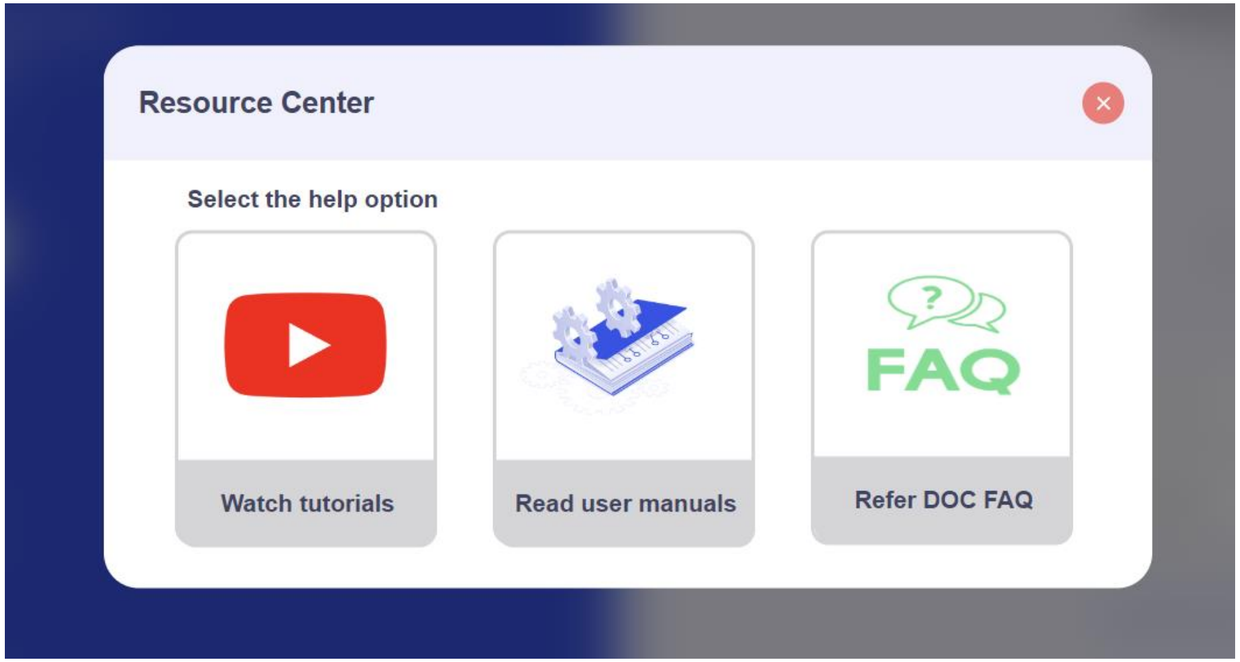
REX Registration

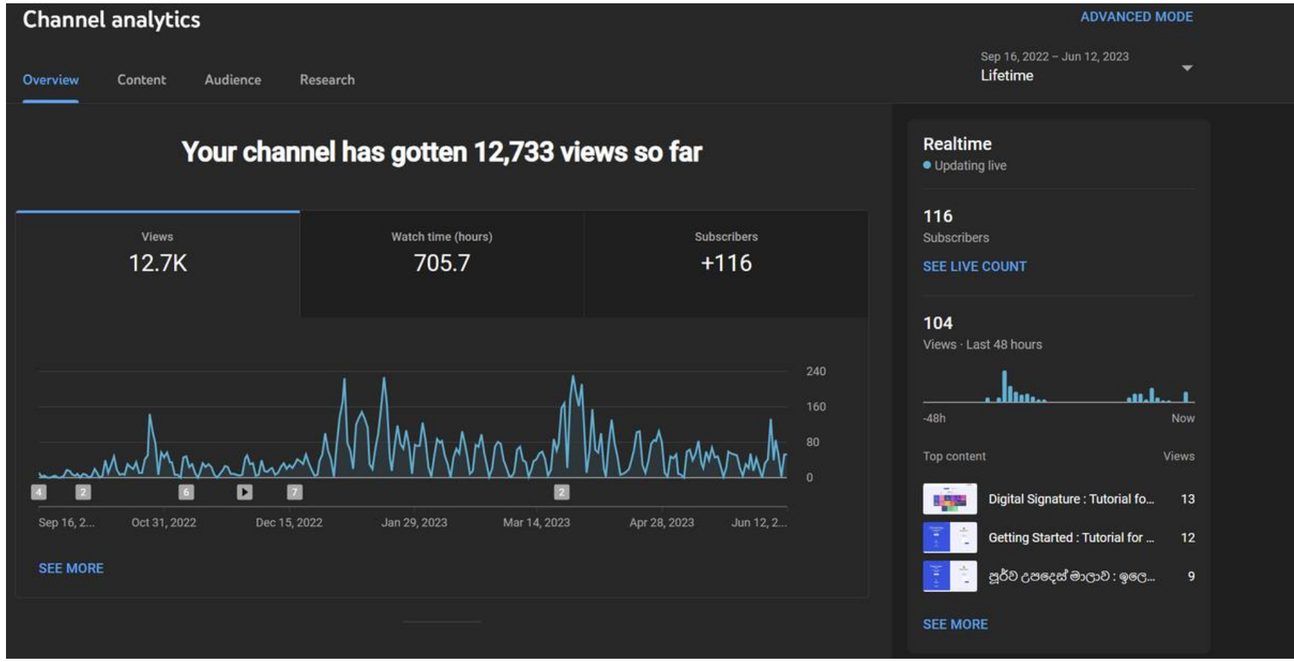
EU REX & UK Data Upload



DEDICATED RESOURCE CENTER

Providing information in English, Sinhala and Tamil, enhancing the outreach of the eCoO System.





Benefits of the Electronic Certificate of Origin System

DEPARTMENT OF COMMERCE

TIME & COST SAVINGS AND CARBON FOOTPRINT REDUCTION

- The average processing time of one certificate including the travel time has been reduced from more than **124 hours** to approximately **30 minutes**.

- Leading to an **impressive 94% reduction in the time** required for obtaining a Certificate of Origin.

- The processing **costs by certificate** have been **totally eliminated**, reducing the expenses from an average of **LKR 15,900 per certificate to Zero**.

- Significant reduction in the department's **carbon footprint**



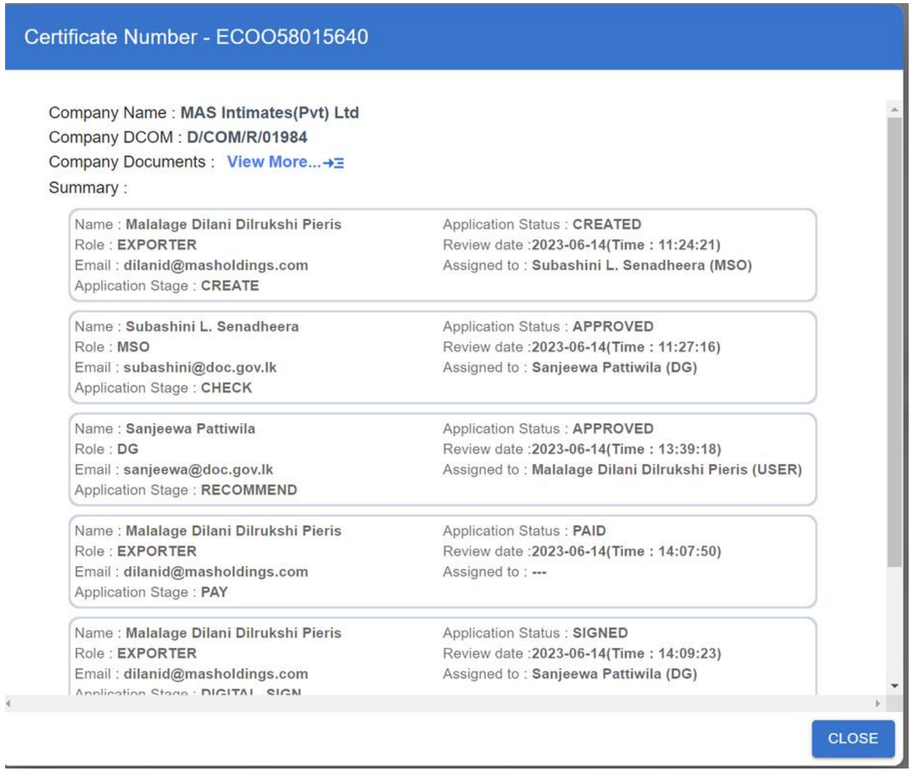
BLANK PAPER COST FOR DOC



- Fully digital ISFTA agreements are issued at the moment.
- The rest of the agreements will be going fully digital with the feedback from the relevant foreign authorities.
- Fully digital certificates would save the DoC **LKR 2,000,000** per annum.

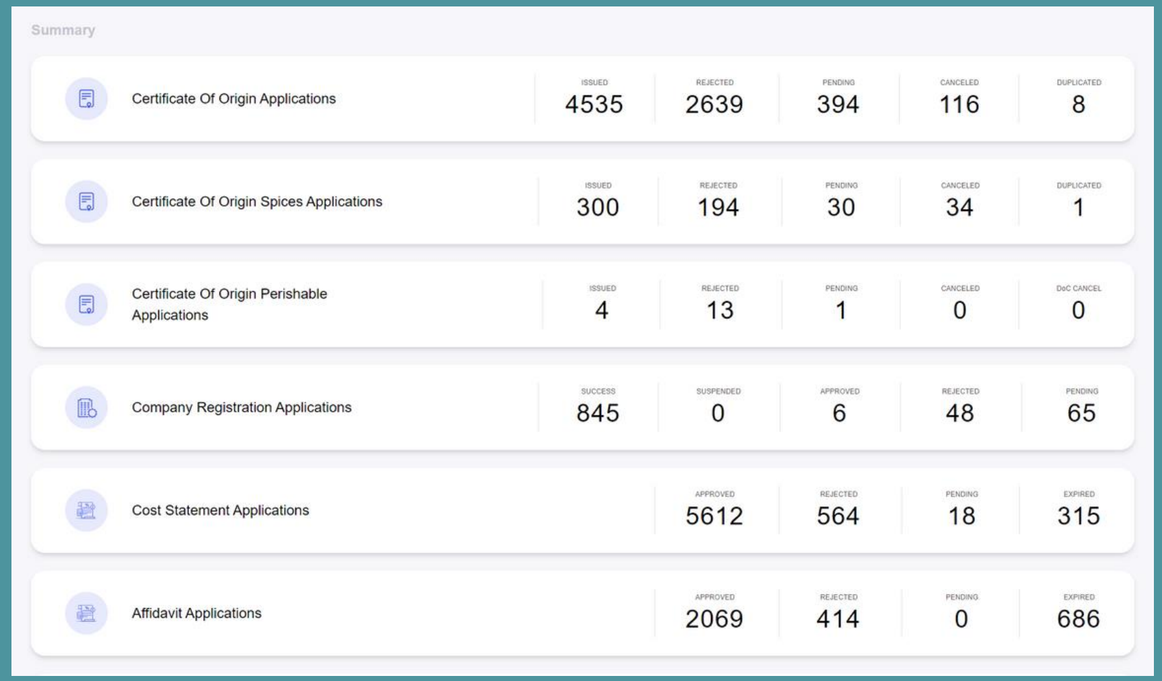
MAINTENANCE OF HISTORY AND AUDIT TRAILS

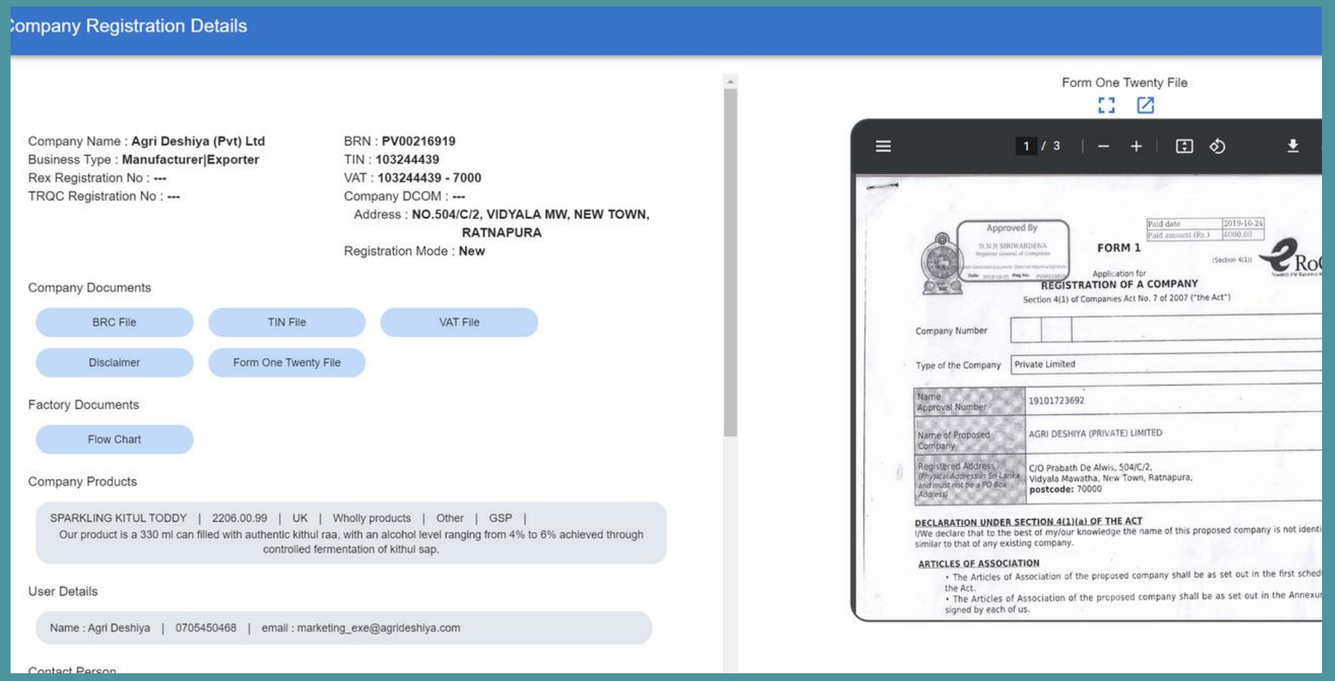
- Full audit and history trail is maintained for all applications.
- Increasing security and preventing tampering from both exporter and DoC side.
- Greater visibility into the lifecycle of any application



APPLICATION SUMMARIES FOR ALL DOC WORKFLOWS

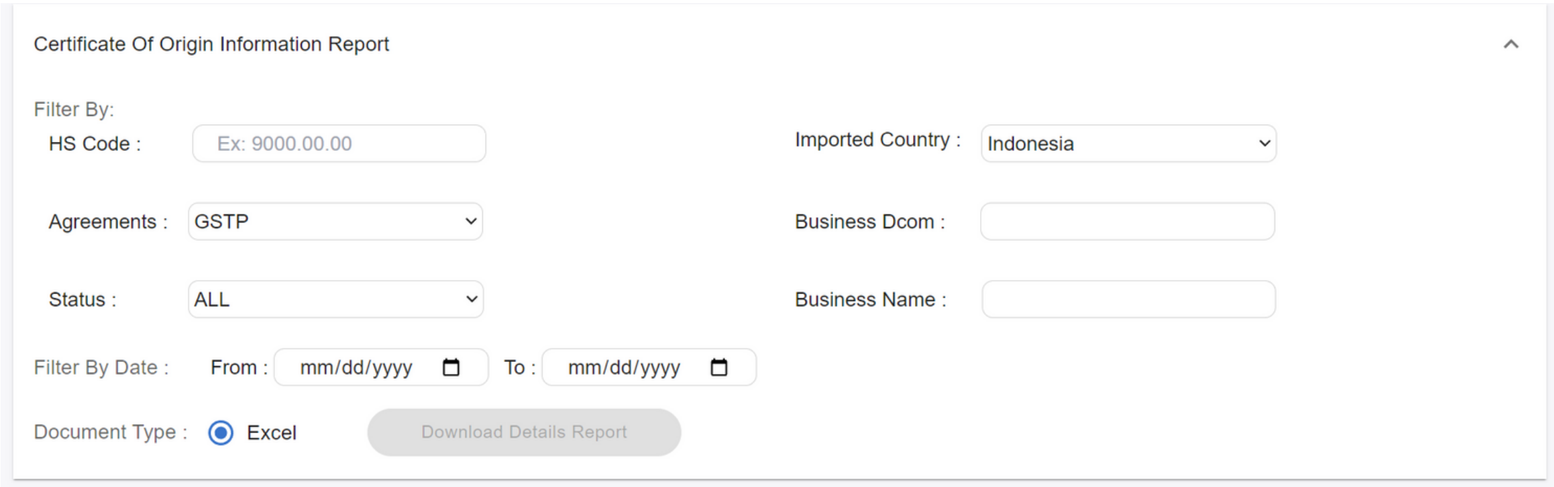
- Maintain visibility into application counts, all documents uploaded within each application within the eCoO

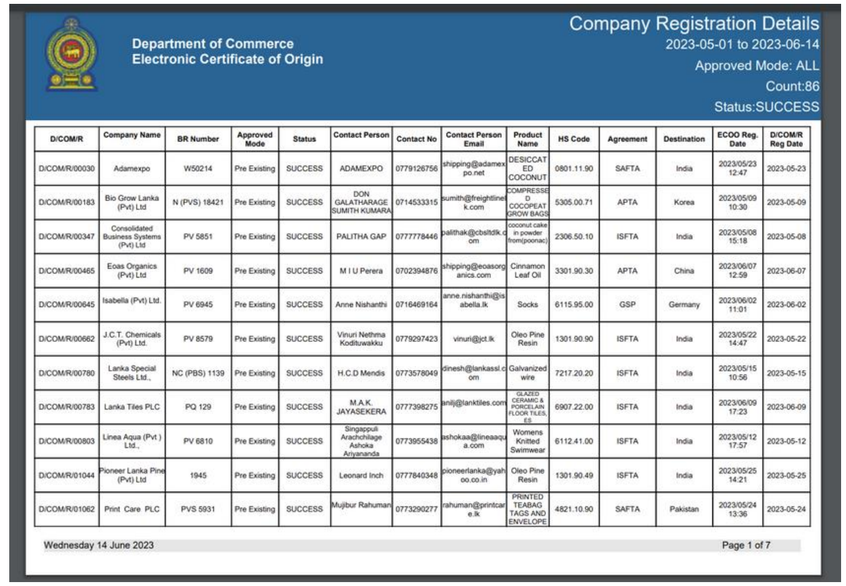




REPORT GENERATION AND BUSINESS INTELLIGENCE

- Full report generation and querying capabilities provided to DoC.
- 21 report types generated based on customized data requirements of the DoC.
- Reports can be downloaded as PDFs and Excel files





Department of Commerce
Electronic Certificate of Origin

Company Registration Details
2023-05-01 to 2023-06-14
Approved Mode: ALL
Count:86
Status:SUCCESS

D/COM/R	Company Name	BR Number	Approved Mode	Status	Contact Person	Contact No	Contact Person Email	Product Name	HS Code	Agreement	Destination	ECOO Reg. Date	D/COM/R Reg Date
D/COM/R/00030	Adamexpo	W50214	Pre Existing	SUCCESS	ADAMEXPO	0779126756	shipping@adamexpo.net	DESICCATED COCONUT	0801.11.90	SAFTA	India	2023/05/23 12:47	2023-05-23
D/COM/R/00183	Bio Grow Lanka (Pvt) Ltd	N (PVS) 18421	Pre Existing	SUCCESS	DON GALATHARAGE SUMITH KUMARA	0714533315	sumith@freightlink.com	COMPRESSED COCOPEAT GROW BAGS	5305.00.71	APTA	Korea	2023/05/09 10:30	2023-05-09
D/COM/R/00347	Consolidated Business Systems (Pvt) Ltd	PV 5851	Pre Existing	SUCCESS	PALITHA GAP	0777778446	palithak@cbsltdlk.com	COCONUT CAKE in powder from(poonac)	2306.50.10	ISFTA	India	2023/05/08 15:18	2023-05-08
D/COM/R/00465	Eoas Organics (Pvt) Ltd	PV 1609	Pre Existing	SUCCESS	M I U Perera	0702394876	shipping@eoasorganics.com	Cinnamon Leaf Oil	3301.90.30	APTA	China	2023/06/07 12:59	2023-06-07
D/COM/R/00645	Isabella (Pvt) Ltd.	PV 6945	Pre Existing	SUCCESS	Anne Nishanthi	0716469164	anne.nishanthi@isabella.lk	Socks	6115.95.00	GSP	Germany	2023/06/02 11:01	2023-06-02
D/COM/R/00662	J.C.T. Chemicals (Pvt) Ltd.	PV 8579	Pre Existing	SUCCESS	Vinuri Nethma Kodituwakku	0779297423	vinuri@jct.lk	Oleo Pine Resin	1301.90.90	ISFTA	India	2023/05/22 14:47	2023-05-22
D/COM/R/00780	Lanka Special Steels Ltd.,	NC (PBS) 1139	Pre Existing	SUCCESS	H.C.D Mendis	0773578049	dinesh@lankassl.com	Galvanized wire	7217.20.20	ISFTA	India	2023/05/15 10:56	2023-05-15
D/COM/R/00783	Lanka Tiles PLC	PQ 129	Pre Existing	SUCCESS	M.A.K. JAYASEKERA	0777398275	anil@lanktiles.com	GLAZED CERAMIC & PORCELAIN FLOOR TILES, ES	6907.22.00	ISFTA	India	2023/06/09 17:23	2023-06-09
D/COM/R/00803	Linea Aqua (Pvt) Ltd.,	PV 6810	Pre Existing	SUCCESS	Singappuli Arachchilage Ashoka Ariyananda	0773955438	ashokaa@lineaaqua.com	Womens Knitted Swimwear	6112.41.00	ISFTA	India	2023/05/12 17:57	2023-05-12
D/COM/R/01044	Pioneer Lanka Pine (Pvt) Ltd	1945	Pre Existing	SUCCESS	Leonard Inch	0777840348	pioneerlanka@yahoo.co.in	Oleo Pine Resin	1301.90.49	ISFTA	India	2023/05/25 14:21	2023-05-25
D/COM/R/01062	Print Care PLC	PVS 5931	Pre Existing	SUCCESS	Mujibur Rahuman	0773290277	rahuman@printcare.lk	PRINTED TEABAG TAGS AND ENVELOPE	4821.10.90	SAFTA	Pakistan	2023/05/24 13:36	2023-05-24

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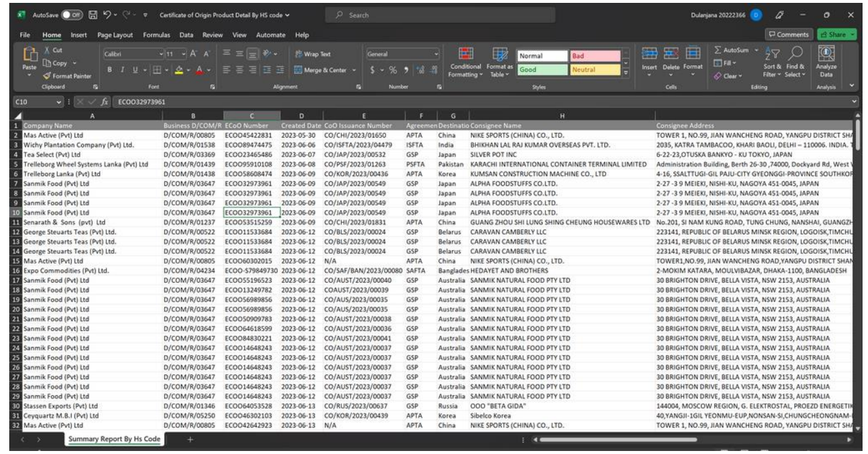
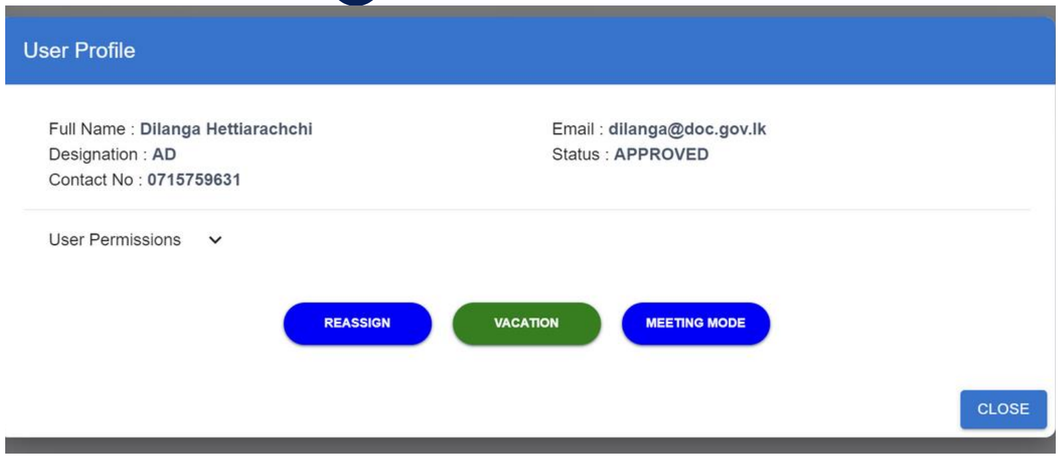
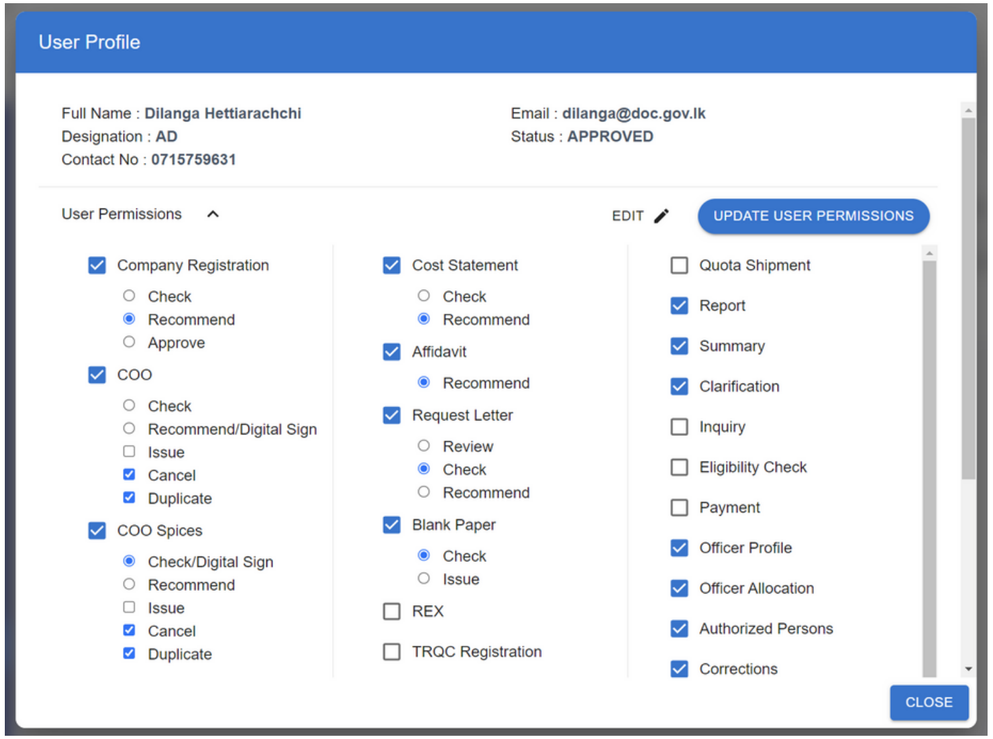
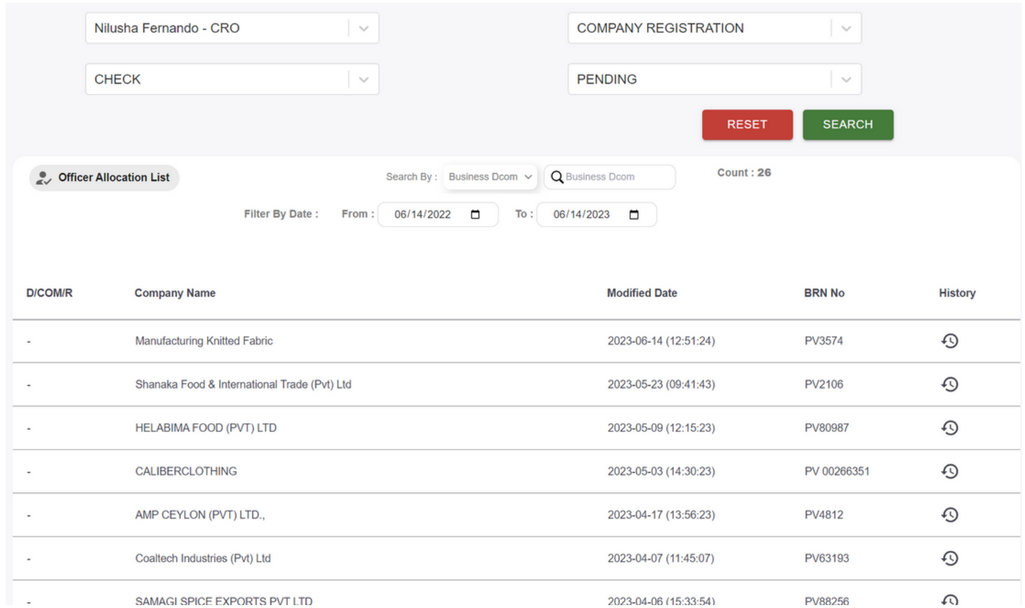


DOC OFFICER MANAGEMENT & KPIs

- Higher level officers have full overview of all work assigned to each officer
- Ability to assign specific permissions to each officer and put them on **Vacation** or **Meeting Mode** as necessary
- Assign and Reassign existing work from one officer to another







Performance of the Electronic Certificate of Origin System

DEPARTMENT OF COMMERCE

SYSTEM PROGRESS

- All new companies have to register through the system.
- All cost statements & affidavits approved through the system.
- Since 1st of January 2023, all TRQCs issued through the system.
- Digital signature implemented for ISFTA and TRQCs on the 27th of March 2023.

AGREEMENT	TOTAL ISSUED
ISFTA	3267
PSFTA	231
SAFTA	132
APTA	718
SAPTA	1
GSP	781
GSTP	9



Best Processing Time : 6 Min 58 S

Processing Time reduced to: 30 Min on average

SYSTEM PERFORMANCE

845	Companies Registered
4962	Certificates of Origin Issued
2551	ISFTAs Digitally Issued
5628	Cost Statements Approved
2097	Affidavits Approved
74	TRQC Apparel Companies Registered
818	TRQC Certificates Issued
116	REX Certificates Issued

THANK YOU

SANJEEWA PATTIWILA
DEPUTY DIRECTOR OF COMMERCE

DEPARTMENT OF COMMERCE

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