



Navigating the Future of Trade: Mastering Single Window Implementation in Maldives

7-11 May 2023, Champa Central Hotel, Male', Maldives

Background and Objective

The implementation of a national single window (SW) system in the Maldives is at an advanced stage. This training session aims to provide practical solutions for SW implementation in the country to equip participants to support the implementation efforts.

Expected learning outcome

The training class aims to provide the participants with 1) a comprehensive understanding of the crucial aspects of the national single window, 2) an appreciation of success stories and best practices from other countries, and 3) a clear pathway to implement the national single window in Maldives.

Structure of the training

- 1) **Stocktaking:** the first day will review the status of SWs in Maldives and other countries in the region
- 2) **Deep dive:** the training on days 2 through 4 will review the key features of national SW.
- 3) **Way Forward:** the training on the last day will explore the pathway to move SW forward in Maldives.

Key topics to be covered during the training

- 1) Overview of SW development in Asia and the Pacific
- 2) Streamlining trade processes ("as is" and "to-be")
- 3) SW international standards (especially the WCO Data model)
- 4) Harmonizing trade forms, data and documents
- 5) Legal issues
- 6) Risk management and coordinated border management
- 7) Selecting the appropriate business and operating models

Format

The event will involve both lectures and group exercises. The anticipated arrangement is for attendees to be separated into groups and create presentations based on the guidance provided by the speakers.



PROGRAMME

Time	Programme
7 May 2023	
09:00 – 09:45	Opening Session <i>Master of ceremony: Saeeda Umar, Lead Consultant /Project Manager, Ministry of Economic Development, Maldives</i> <ul style="list-style-type: none">• Opening Remarks<ul style="list-style-type: none">○ <i>Elisabetta Gentile, Senior Economist, South Asia Department, ADB</i>○ <i>Yann Duval, Chief, Trade Policy and Facilitation Section, ESCAP</i>• Welcome Remarks by Ministry of Economic Development<ul style="list-style-type: none">○ <i>Ms. Neeza Imad, Minister of State for Economic Development</i>• Overview and objective of the training workshop <i>Tengfei Wang, Economic Affairs Officer, ESCAP</i> Group Photo
09:45 -10:00	Coffee break
10:00 – 11:00	High-Level Discussion on Single Window development in Maldives In this session, the speakers from government agencies, private sector and relevant import/export operators (especially airport and seaport), as well as representatives from ADB and ESCAP, will be invited to review the current status of SW and key challenges for implementing the single window. This session will set the scene for the remaining discussion. The session will start with a presentation by either a government official or leading expert on SW from Maldives. After the presentation, there will be a follow-up panel discussion. <i>Moderator: Yusuf Riza, Permanent Secretary, Ministry of Economic Development, Maldives</i> Presentation: an overview of SW development in Maldives.



	<ul style="list-style-type: none">• <i>A brief presentation from NSW project management unit based at Ministry of Economic Development.</i> <p>Panel discussions: Guiding questions: 1) how you perceive the benefits and challenges for establishing SW in Maldives; 2) how ADB and ESCAP can support Maldives in SW and paperless trade development?</p> <p>Panelists:</p> <ol style="list-style-type: none">1) <i>Mr. Abdulla Shareef, Commissioner General of Customs</i>2) <i>Mr. Adam Shifan, Chief Information Officer, Maldives Ports Ltd.</i>3) <i>Mr. Ahmed Shiham Ali, Managing Director, Tradenet Maldives Corporation Ltd.</i>4) <i>Mr. Aimon Jameel, Managing Director, Centurion Plc.</i>5) <i>Ms. Elisabetta Gentile, ADB</i>6) <i>Mr. Yann Duval, ESCAP</i>
11:00-12:00	<p>Group discussion and presentations</p> <p>The objective of this session is to facilitate networking and teamwork among the participants, leading to a better understanding of SW in Maldives. The participants will be divided into four groups, and each group will be assigned a specific topic related to SW in the Maldives. Each group will then deliver a presentation on their assigned topic.</p> <p>Topics for discussion are explanatory in nature. The participants do not need to come up with perfect answers. Instead, it is expected that such group exercises will yield useful questions to be further discussed in the subsequent sessions.</p> <p><i>Group 1: how to streamline trade process and procedures for SW development?</i></p> <p><i>Group 2: what are the technical challenges for developing SW in Maldives?</i></p> <p><i>Group 3: what are the legal challenges for developing SW in Maldives?</i></p> <p><i>Group 4: what should be the business model of SW in Maldives?</i></p> <p>The session will start with a quick round of Tour de table: Self-introduction of participants.</p>
12:00-13:30	Lunch Break
13:30-15:00	<p>Topic 1. Overview of Single Window development in Asia</p> <p>This session will provide an overview of Single Window development in Asia and the Pacific. A few case studies will be presented. Success stories and lessons learnt will be presented in this session.</p>



	<p>This session will also review the strategies for communication and stakeholder engagement for a successful NSW implementation.</p> <p><i>Moderator: Mr. Tengfei Wang</i></p> <p><i>Instructors:</i></p> <p><i>Mr. Sung Heun Ha, Director of International Business and Cooperation, Trade Network, Republic of Korea</i></p> <p><i>Mr. David Widdowson, Professor, Chief Executive Officer of the Centre for Customs and Excise Studies at Charles Sturt University, Australia (recording)</i></p> <p><i>Mr. Sapphasuk Wijaiworakit, Computer Technical Officer, Thai Customs, Department, Thailand</i></p>
15:00-15:20	Coffee break
15:20-16:50	<p>Topic 1 Overview of Single Window development in Asia (cont'd)</p> <p><i>Moderator: Elisabetta Gentile</i></p> <p><i>Instructors</i></p> <p><i>Mr. Fachry Rozy Oemar, Deputy Director of Information System Planning, Directorate Information Technology Indonesia National Single Window Agency, Indonesia</i></p> <p><i>Mr. Jonathan Koh, Managing Director, Trade Facilitation Pte Ltd, Singapore (recording)</i></p> <p><i>Ms Eva Chan, Single Window Expert, Malaysia (Online)</i></p>
16:50 – 17:00	<p>Wrap-up of the day</p> <p>Mr. Yann Duval, ESCAP</p>



8 May 2023	
09:00 – 10:20	<p>Topic 2. A conceptual framework for planning and implementing Single Window</p> <p>Developing a Single Window environment requires a well-planned approach, which entails identifying viable strategies based on requirements and employing practical project management methods to ensure long-term sustainability. During this module, participants will understand the essential considerations for implementing a Single Window system nationally.</p> <p><i>Instructor: Mr. Somnuk Keretho, a contributor to the UNESCAP Guidebook on SW. A contributor to UNCEC and UNCEFACT work</i></p>
10:20 – 10:40	Coffee Break
10:40 – 12:00	<p>Topic 3. Streamlining trade processes</p> <p>The systematic approach to analyzing current trade procedures to pinpoint issues and hindrances and create solutions based on the results is known as Business Process Analysis (BPA). This module will instruct attendees on how to perform BPA at the organizational, sectoral, national, or cross-border level. Participants will learn how to identify existing bottlenecks in trade, whether related to specific products or procedures and offer policy recommendations to streamline trade processes.</p> <p><i>Instructors: Mr. Somnuk Keretho and Mr. Tengfei Wang</i></p>
12:00-13:30	Lunch break
13:30-14:30	<p>Topic 3 Streamlining trade processes (cont'd)</p> <p>Streamline trade process for SW development: experiences and lessons from Indonesia, Republic of Korea and Thailand</p> <p>Instructors:</p> <p><i>Mr. Fachry Rozy Oemar, Deputy Director of Information System Planning, Directorate Information Technology Indonesia National Single Window Agency, Indonesia</i></p> <p><i>Mr. Sung Heun Ha, Director of International Business and Cooperation, Trade Network, Republic of Korea</i></p> <p><i>Mr. Somnuk Keretho</i></p>



14:30-14:45	Coffee break
14:45-16:50	<p>Topic 4. Revisiting business process and business reengineering work in Maldives</p> <p>Business reengineering was carried out in Maldives in 2017. After 6 six years, the situation may have changed. In this session, the participants will be divided into groups to review the BPA report in 2017 and present the key findings on how the trade procedures have been changed over time.</p> <p><i>All the speakers will work with different groups.</i></p>
16:50 – 17:00	<p>Wrap-up of the day</p> <p><i>Ms Elisabetta Gentile, ADB</i></p>



9 May 2023	
09:00-10:20	<p>Topic 5. Addressing legal and regulatory framework for single window implementation and operation</p> <p>Development of SW involves many legal issues such as (i) legal issues related to identification, authorization, and authentication of electronic transactions; (ii) the admissibility of electronic evidence (documents and messages) in judicial and enforcement proceedings; (iii) the need to develop legislation dealing with electronic transactions, particularly the NSW platform; (iv) data protection and information security; (v) accessing and sharing information and data between government agencies; (vi) confidentiality and privacy; (vii) liability issues related to operating the NSW; (viii) data retention and electronic archiving; (ix) dispute resolution mechanisms; (x) intellectual property rights and ownership issues, including ownership of data stored or archived in the NSW; and (xi) electronic banking and payment regulations.</p> <p>This session will discuss legal issues in detail, especially in Maldives.</p> <p>Instructor:</p> <p><i>Mr. Bryan Tan, Partner, Reed Smith, and legal advisor on ASEAN SW</i></p>
10:20 – 10:40	Coffee Break
10:40 – 12:00	<p>Topic 5 (Cont'd)</p> <p><i>Instructors:</i></p> <p><i>Mr. Bryan Tan, Partner, Reed Smith, and legal advisor on ASEAN SW</i> <i>Ms. Hong XUE, Law Professor of Beijing Normal University, China (Online)</i> <i>Ms. Hemali Shah, Legal Researcher and Policy Analyst, Monash University, Australia (Online)</i></p>
12:00 – 13:30	Lunch
13:30 – 15:00	<p>Topic 6. Instruments for developing a Single Window</p> <p>Instruments and tools related to Single Window developed by WCO and other international organizations will be introduced.</p> <p><i>Moderator: Mr. Sung Heun Ha, Director of International Business and Cooperation, Trade Network, Republic of Korea</i></p> <p><i>Instructors:</i></p>



	<p><i>Mr. Christian Lembke, Technical Attaché, Compliance and Facilitation Directorate, World Customs Organization (online)</i></p> <p><i>Mr. Somnuk Keretho, a contributor to the UNESCAP Guidebook on SW. A contributor to UNCEC and UNCEFACT work</i></p> <p><i>Mr. Fachry Rozy Oemar, Deputy Director of Information System Planning, Directorate Information Technology Indonesia National Single Window Agency, Indonesia</i></p>
15:00 – 15:20	Coffee Break
15:20 – 16:50	<p>Topic 7. Risk management and coordinated border management</p> <p>To improve the targeting of potentially risky consignments and ensure the effective application of regulations, all participating agencies in a Single Window system must adopt a risk-based selectivity system. The objective of this session is to explore the integration of risk management and coordinated border management into the SW system in Maldives.</p> <p>Issues related to inter-agency coordination will be discussed in this session</p> <p><i>Presenter: Mr. Jonathan Koh, Managing Director, Trade Facilitation Pte Ltd</i></p> <p><i>Instructors:</i></p> <p><i>Mr. Sung Heun Ha, Director of International Business and Cooperation, Trade Network, Republic of Korea</i></p> <p><i>Mr. Sapphasuk Wijaiworakit, Computer Technical Officer, Thai Customs, Department, Thailand</i></p> <p><i>Mr. Fachry Rozy Oemar, Deputy Director of Information System Planning, Directorate Information Technology Indonesia National Single Window Agency, Indonesia</i></p>
16:50 – 17:00	<p>Wrap-up of the day</p> <p><i>Mr. Tengfei Wang, Economic Affairs Officer, UNESCAP</i></p>



10 May 2023	
09:00-10:20	<p>Topic 8. Harmonizing Trade Forms, Data and Documents</p> <p>In this session, the participants will learn how to harmonize national trade data using internationally standardized data sets. Data harmonization is essential in maximizing interoperability within and across borders in a paperless trade environment, particularly for data exchange among paperless trade systems.</p> <p><i>Instructor: Mr. Sangwon Lim, UNNExT Special Advisor</i></p>
10:20 – 10:40	Coffee Break
10:40 – 12:00	<p>Harmonizing Trade Forms, Data and Documents (Cont'd)</p> <p><i>Instructor: Mr. Sangwon Lim, UNNExT Special Advisor</i></p>
12:00 – 13:30	Lunch
13:30 – 15:00	<p>Special webinar session</p> <p><i>(to be jointly organized by ESCAP, ADB, ICC, WCO and United Nations Economic Commission for Europe)</i></p> <p>Advancing Single Window Development: latest trends and implications</p> <p>In the ever-evolving landscape of single window expansion, two recent developments are remarkable. The first is the adoption of amendments to the Facilitation (FAL) Convention under the auspices of the International Maritime Organization's (IMO) Facilitation Committee. This game-changing decision will make the single window for data exchange a mandatory requirement in ports worldwide, fueling a rapid acceleration of digitalization in shipping. The amendments are set to come into force on 1 January 2024.</p> <p>The second important development is the establishment of the EU Single Window Environment for Customs, which entered into EU law in December 2022 after a remarkable journey of nearly a decade of pilot projects and almost four years of preparations and negotiations. This pioneering regulation ushers in a new era of legal framework, designed to dramatically improve information sharing and digital cooperation among customs administrations and various government authorities. By streamlining the enforcement of non-customs formalities at the EU border in crucial areas such as health and safety, environmental protection, food and product safety, and agriculture, this innovative</p>



	<p>initiative empowers economic operators to clear specific customs formalities with unprecedented ease.</p> <p>This webinar aims to delve into the very essence of these important Single Window developments. It will explore the success stories and lessons learned, shed light on the transformative potential these innovations hold for the industry and discuss the far-reaching implications of these developments.</p> <p>For further information and registration: https://www.unescap.org/events/2023/unescap-unece-icc-wco-ADB-webinar-advancing-single-window-development-latest-trends-and.</p>
15:00 – 15:20	Coffee Break
15:20 – 16:50	<p>Topic 9 Selecting the Appropriate Business and Operating Model</p> <p>This session will discuss ensuring the SW business and operating operation model are effective and financially sustainable.</p> <p><i>Moderator: Sang Won Lim, UNNExT Special Advisor</i></p> <p><i>Instructors:</i></p> <p><i>Jonathan Koh, Managing Director, Trade Facilitation Pte Ltd, Singapore</i></p> <p><i>Mr. Fachry Rozy Oema, Deputy Director of Information System Planning, Directorate Information Technology Indonesia National Single Window Agency, Indonesia</i></p> <p><i>Mr. Sapphasuk Wijaiworakit, Computer Technical Officer, Thai Customs, Department, Thailand</i></p>
16:50 – 17:00	<p>Wrap-up of the day</p> <p>Mr. Yann Duval, UNESCAP</p>



11 May 2023	
09:00-10:20	<p>Topic 10. Managing the transition to a national single window</p> <p>It has been demonstrated by the experiences of other countries that implementing a national single window cannot be achieved in a single step. A phased approach is deemed more practical for successfully establishing a national single window. This particular session will focus on examining practical measures that can be taken to transition towards a national single window in the context of Maldives. This session will also discuss strategies for engaging stakeholders for the transition.</p> <p><i>Moderator: Elisabetta Gentile, ADB</i></p> <p><i>Instructors</i></p> <p><i>Mr. Sung Heun Ha, Director of International Business and Cooperation, Trade Network, Republic of Korea</i></p> <p><i>Jonathan Koh, Managing Director, Trade Facilitation Pte Ltd, Singapore</i></p> <p><i>Mr. Sapphasuk Wijaiworakit, Computer Technical Officer, Thai Customs, Department, Thailand</i></p> <p><i>Ms. Eva Chan, Single Window Expert, Malaysia (Online)</i></p>
10:20 – 10:40	Coffee Break
10:40 – 12:00	<p>Topic 11. Single Window beyond border</p> <p>Previous sessions have centered on implementing a national single window in Maldives. However, the Maldives should take a broader perspective beyond its borders to establish a next-generation single window. This session will delve into regional initiatives such as the Framework Agreement on Facilitation of Cross-Border Paperless Trade and relevant subregional efforts, including the ASEAN single window, and examine their potential implications for the Maldives.</p> <p>This session will also discuss the interoperability of Maldives NSW with other international NSW systems.</p>



	<p>Instructors:</p> <p><i>Mr. Yann Duval, UNESCAP</i> <i>Mr. Sang Won Lim, UNNEXt special advisor</i> <i>Mr. Tengfei Wang, UNESCAP</i></p>
12:00 – 13:30	Lunch
13:30 – 15:00	<p>Group activity and presentations</p> <p>During this session, attendees will be organized into groups to scrutinize the topics covered in the workshop and formulate a detailed plan for implementing the single window system in Maldives. Additionally, participants will identify the primary obstacles to implementing the single window system in Maldives and devise solutions to mitigate them, including technical and financial support from development partners. Participants may also recognize the necessity for further training or study tours. Ultimately, each group will present their key findings to the workshop.</p>
15:00 – 15:20	Coffee Break
15:20 – 16:30	Group activity and presentations (cont'd)
16:30 – 17:00	<p>Closing session</p> <p>In this session, the leading gov ministry/agency, ADB and ESCAP will give closing remarks. The participants will be invited to complete a questionnaire on improving the training workshop. The participants will receive the participation certificates if she/he attends the meeting for at least four days.</p> <p>Closing remarks</p> <ul style="list-style-type: none">• Elisabetta Gentile, ADB• Yann Duval, ESCAP• Representative from Ministry, Maldives