EVALUATIVE REVIEW

Of the Development Account Project

“Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems”

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Contents
List of acronyms ................................................................................................................................. iii
Acknowledgements ............................................................................................................................... iv
Executive summary ............................................................................................................................... v
1. Introduction ........................................................................................................................................ 1
   1.1 Background of the evaluation ......................................................................................................... 1
   1.2 Purpose, objectives and outputs ...................................................................................................... 1
   1.3 Scope of evaluation ......................................................................................................................... 2
2. Project Overview ................................................................................................................................. 3
   2.1 Background of the project ............................................................................................................... 3
   2.2 Project objectives .......................................................................................................................... 3
   2.3 Project formulation ......................................................................................................................... 4
   2.4 Expected accomplishments ........................................................................................................... 4
   2.5 Project strategy ............................................................................................................................. 4
   2.6 Project actual implementation ....................................................................................................... 5
3. Evaluation Methodology ....................................................................................................................... 6
   3.1. Underlying framework for the evaluation ................................................................................. 6
   3.2 Data collection ............................................................................................................................... 7
   3.3 Limitations and mitigation ............................................................................................................ 10
   3.4 Ethical considerations ................................................................................................................ 10
4. Findings and Analysis ........................................................................................................................ 11
   4.1 Relevance ...................................................................................................................................... 11
   4.2 Efficiency ...................................................................................................................................... 16
   4.3 Effectiveness ................................................................................................................................. 22
   4.4 Sustainability ............................................................................................................................... 33
   4.5 Gender ........................................................................................................................................ 35
5. Conclusions ......................................................................................................................................... 37
6. Recommendations ............................................................................................................................... 41
   6.1 For the design and implementation of capacity building projects by UNESCAP/UNNExT on trade facilitation in the future ........................................................................ 41
   6.2 To further develop the UNNExT .................................................................................................. 42
   6.3 Focused areas of work for the UNNExT/ESCAP ............................................................................ 44
Annex ...................................................................................................................................................... 48
List of Tables

Table 1. End-of-the-Event Evaluations on relevance and effectiveness of capacity building .............. 13
Table 2. In-kind contribution received by the project for the regional forums* ................................. 20
Table 3. Did the participants enhance their capacities in the six specific areas covered by the project? .............................................................................................................................................................. 23
Table 4. Utilization of the guides, reports and tools developed under the project ............................. 24
Table 5. Usefulness of policy briefs perceived by the respondents ..................................................... 27
Table 6. Participation of women in selected events under the project ............................................. 36

List of Figures

Figure 1. The key factors that impact on the goal of the project ........................................................... 6
Figure 2. Progress towards finalization of intergovernmental agreement on cross-border paperless trade...................................................................................................................................................... 12
Figure 3: application of knowledge and skills acquired from participation of the events under the project ................................................................................................................................................... 15
Figure 4. Key meetings and workshops organized under the project .................................................. 17
Figure 5. Project evaluation survey results: how often do you visit the UNNExT website............... 33

Annexes

Annex 1. Evaluator - Terms of Reference .......................................................................................... 48
Annex 2. Project Evaluation framework and work plan ..................................................................... 51
Annex 3. Evaluation questions, data collection and analysis ............................................................... 56
Annex 4. Evaluation Reference Group ............................................................................................... 58
Annex 5. List of ESCAP and UNECE project staff interviewed ....................................................... 59
Annex 6. List of documents reviewed ............................................................................................... 60
Annex 7. Project evaluation survey .................................................................................................. 62
Annex 8. List of interviewees during the regional forum and country visits to Bangladesh and Myanmar ................................................................. 70
Annex 9. Profiles of the respondents of the survey ........................................................................... 74
Annex 10. A sample of participants’ evaluation of capacity building events .................. 75
Annex 11. The planned project activities and deliveries, as well as the key contributing partners.... 79
Annex 12. Paperless trade facilitation measures for which the countries have made the most progress in implementation from 2012 to 2015 ................................................................. 83
Annex 13. Costs, time and documents required for import and export of the countries covered by the project.................................................................................................................. 85
## List of acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
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<tr>
<td>APEC</td>
<td>Asia Pacific Economic Cooperation</td>
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<tr>
<td>APTFF</td>
<td>Asia-Pacific Trade Facilitation Forum</td>
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<tr>
<td>ASEAN</td>
<td>Association of South East Asian Nations</td>
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<tr>
<td>ASYCUDA</td>
<td>Automated System for Customs Data</td>
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<tr>
<td>ERG</td>
<td>Evaluation Reference Group</td>
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<tr>
<td>ESCAP</td>
<td>Economic and Social Commission for Asia and the Pacific</td>
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<tr>
<td>FAO</td>
<td>Food and Agriculture Organization</td>
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<tr>
<td>GFP</td>
<td>The Global Facilitation Partnership for Transportation and Trade</td>
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<tr>
<td>IDD</td>
<td>Information and Communications Technology and Disaster Risk Reduction Division</td>
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<td>ICT</td>
<td>Information and Communication Technologies</td>
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<td>IMO</td>
<td>International Maritime Organization</td>
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<td>ITC</td>
<td>Internal Trade Centre</td>
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<td>NSW</td>
<td>National Single Windows</td>
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<tr>
<td>OECD</td>
<td>Organisation for Economic Cooperation and Development</td>
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<td>SAARC</td>
<td>South Asian Association for Regional Cooperation</td>
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<tr>
<td>SITPRO</td>
<td>Simplification of International Trade Procedures</td>
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<tr>
<td>ROC-TF</td>
<td>Regional Organizations Cooperation Mechanism for Trade Facilitation</td>
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<td>TD</td>
<td>Transport Division</td>
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<td>TIID</td>
<td>Trade, Investment and Innovation Division</td>
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<td>UAC</td>
<td>UNNExT Advisory Committee</td>
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<td>UNCEFAC</td>
<td>United Nations Centre for Trade Facilitation and Electronic Business</td>
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<td>UNCITRAL</td>
<td>United Nations Commission on International Trade Law</td>
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<tr>
<td>UNCTAD</td>
<td>United Nations Conference on Trade and Development</td>
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<tr>
<td>UNECE</td>
<td>United Nations Economic Commission for Europe</td>
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<tr>
<td>UNNExT</td>
<td>United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific</td>
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<tr>
<td>WCO</td>
<td>World Customs Organization</td>
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<tr>
<td>WTO</td>
<td>World Trade Organisation</td>
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Acknowledgements

The evaluator appreciates the support from Mr. Tengfei Wang of the project staff during the process of evaluation. The evaluator would like to thank Captain Aung Khin Myint, Chairman, Myanmar International Freight Forwarders’ Association and Mr. Mohammad Farhad, Research Fellow at Bangladesh Foreign Trade Institute for coordinating the meetings during the country visits to Myanmar and Bangladesh.

During these visits, it was evident that the project team had established a close and healthy partnership with stakeholders both in the public and the private sectors that had helped tremendously in the implementation of some of the deliverables of the project. While the hosts in those countries were appreciative of the evaluation mission, the evaluator is thankful to everyone, for not only sharing information willingly, but also for facilitating the evaluation mission by devoting their valuable time for the meetings.

The evaluator is thankful to all members in the Evaluation Reference Group (see Annex 4) for providing all necessary information and the guidance in producing this report. He wishes to single out the assistance he received from Mr. Brendan McAuley for gathering and collating and feeding him with the necessary information, helping with the Evaluation survey and being extremely supportive at all times, even under pressure. The evaluator would also like to acknowledge the support from Mr. Amin Saud Abdulkadir, Ms. Pauline Urruty and Ms. Kefang Yao in collecting certain data and assisting the preparation of the report.

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Executive summary

Evaluation purpose and methodology

The evaluative review of the United Nations Development Account project “Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems” is formative with a view to organizational learning and informing future project design and implementation. To some extent, it also seeks to assess the project results for accountability purposes. The main audience is not only internal (ESCAP) but also the General Assembly and member states of the United Nations. The scope of the evaluation is the entire project period (i.e., January 2012 – December 2015).

The evaluator assessed the project by identifying the changes that could be attributed to the project. For the purpose of data triangulation, the following multiple sources of data were collected and analysed: a). interview with project staff; b). desk review of project related documents including; c). participating in and observing project events; d). country visits to Bangladesh and Myanmar; e). correspondence and telephone interviews; and f). project evaluation survey.

Key findings

Relevance

The evaluator found that the project was primarily designed to be “regional” and had the most relevance at the regional level. This conclusion is drawn in the light that the project, in raising awareness and building capacities of policy makers and government officials on paperless trade facilitation, substantially contributed to the implementation of the ESCAP Resolutions 68/3 and 70/6 on regional arrangement for the facilitation of cross-border paperless trade including establishments and operation of Interim Intergovernmental Steering Group and Legal and Technical Working Groups for the negotiation.

The project was highly relevant to national policies and strategies on paperless trade facilitation in general, and paperless trade facilitation for the agricultural sector, SMEs and transit in particular. First, a global survey by the United Nations Regional Commissions on implementation of trade facilitation and paperless trade measures which showed that 44 developed and developing economies in Asia and the Pacific surveyed were actively involved in development of paperless trade facilitation. Second, the project team received, and positively responded to, 15 written requests from 12 project participating countries for capacity building and technical assistance in the areas of trade process analysis, paperless trade and single window and cross-border paperless trade during the implementation of the project. Third, results of end-of-the-event evaluations and the project
evaluation survey (see Table 1 and Figure 3 in Chapter 4) show that approximately 80% of the participants had applied the knowledge and skills they acquired through the project activities to policy formulation and/or implementation of trade facilitation measures. Finally, interviews with stakeholders in Bangladesh revealed that the capacity building workshops organized and training materials developed under the project were instrumental for guiding the development of electronic Sanitary and Phytosanitary (e-SPS) and traceability in the country.

**Efficiency**

The project was implemented highly efficiently. It was completed within the original time frame (2012-2015) without extension, although the project allotment arrived in late June 2012, which means the actual duration for the project implementation was 3.5 years, rather than 4 years as indicated in the project document. The financial implementation rate of the project was 96.7%. In addition to completing all the planned project activities and deliverables, one additional study report on ICT and single window for transport facilitation, one additional regional forum, four additional subregional workshops and three additional sets of training materials were also delivered thanks to the in-kind financial contributions from the partners and the expertise from the partners and individual experts (especially the UNNExT experts) mobilized by the project. The three regional trade facilitation forums delivered under the project alone received approximately US$ 700,000 in-kind external contribution. The project drew on the strengths of over 25 partners that were engaged in preparing the study reports and guides and organizing the meetings and workshops.

**Effectiveness**

The project was implemented highly effectively. Capacities of participants of the Forums and workshops of the project were noticeably enhanced. This was evident not only by the feedback from the questionnaire survey but also the detailed information on how the participants actually enhanced their capacities and applied the knowledge and skills they acquired to their work (as detailed in section 4.3). On average, 86% of participants who attended regional forums, subregional workshops or national workshops strongly agreed/ agreed that the events they participated in had increased their knowledge while 80% of the participants indicated that they would use the knowledge and skills acquired to formulate/implement trade and trade facilitation policies.

The project has successfully contributed to the ongoing efforts of the countries in developing paperless trade facilitation. For example, a letter from Maldives requesting for technical assistance from ESCAP on 28 March 2015 stated that “The Business Process Analysis workshop held in March and Data Harmonization Workshop held in December with UNESCAP technical support in 2014 were instrumental in bringing stakeholders on board and build institutional capacity in relevant government agencies to spearhead and fast-track work on National Single Window implementation”.
Regional communities of knowledge and practice on trade facilitation and paperless trade were greatly strengthened through the project activities: the number of registered experts in the UNNExT database increased from below 100 in 2011 to 423 by the end of 2015. It is noteworthy that 164 agricultural trade facilitation experts are included in this database. This could be treated as one of the key achievements of the project as this is the only expert group in the area of agricultural trade facilitation, which could serve as solid basis to provide expertise to the region, subregion and countries to develop agricultural trade facilitation. Under the project, UNNExT has been expanded from “trade” facilitation to “trade and transport” facilitation. The Advisory Groups on SME trade facilitation, Agricultural trade facilitation and transit facilitation were set up, which oversaw the development of Guides under the project.

The evaluator identified several areas where the project needed to build upon its strengths. The training materials produced under the project were found to be relevant and useful. Policy briefs, however, according to the feedback of the project evaluation survey, seem to be less relevant and less useful: only two policy briefs were regarded as useful by over half of the respondents while the remaining ten briefs were regarded useful by less than half of the respondents. Second, there was no strong evidence to show that “Training-of-Trainer” under the project was a success and its long-term impact needs to be analysed. Also, the UNNExT website has been under-utilized: the results from the project evaluation survey revealed that nearly half of the respondents hardly visited the UNNExT website, which may undermine the dissemination of the knowledge products and training materials developed under the project.

**Sustainability**

The subject of paperless trade facilitation will remain highly relevant beyond the project period, which provides a fundamental basis for sustainability of the project. More importantly, once the intergovernmental agreement on paperless trade facilitation enters into force, capacity building will be regarded as an integral component of implementation of the intergovernmental arrangement, which would add more regional mandates and could generate more resources to support capacity building.

Regardless the outcome of negotiation of the intergovernmental agreement, the fact that the project was embedded in the broader UNNExT work means that the outcomes of the project would be continuously supported by UNNExT. This, to a great extent, ensures that the positive outcome of the project would continue beyond the project period.

**Gender**

Gender mainstreaming was not adequately addressed in the project design. Nevertheless, implementation of the project still enabled over 250 female participants to attend the workshops, and female participants rose steadily from 12% during APTFF 2012 to 33% during APTFF 2015.
Key Recommendations

Based on the key findings on relevance, efficiency, effectiveness, sustainability and gender of the project and taking the ESCAP strategy for capacity building and concurrent issues on trade facilitation into consideration, this report recommends that “building partnerships with national trade institutes to deliver capacity building programmes” and “gender mainstreaming” should be included for the design and implementation of similar projects in the future.

This report recommends that ESCAP and UNECE, as the secretariat of UNNExT, should encourage the UNNExT advisory groups to be more proactive to lead each group. In the meantime, the ESCAP and UNECE team needs to find solutions to more fully explore the synergies and facilitate cooperation among UNNExT, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport. The recommendation also highlights the need for and importance of enhancing communication strategies, maximizing the reach of UNNExT and applying distance education.

Finally, regarding the focused area of work for UNNExT/ESCAP in the future, this report recommends that the work on paperless trade facilitation for agricultural sector, SMEs and transit should be continued based on the outcome of the current project. It recommends that UNNExT should further include the global and regional mandates, especially the WTO TFA, the United Nations Sustainable Development Goals and the 2030 Agenda for Sustainable Development, and the outcome of COP 21, as well as the pertinent regional issues on cross-border electronic commerce, into its programme of work. This report also recommends that ESCAP/UNNExT should continue to assist the countries in establishing sustainable national trade and transport facilitation monitoring mechanism, so data for monitoring can be generated and evidence-based policy can be made.
1. Introduction

1.1 Background of the evaluation

From July 2012 to December 2015, the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) implemented a project titled “Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems.”

In October 2015, ESCAP commissioned an evaluative review of the project. The evaluation was conducted between October 15th and February 29th 2016 by T Shanta A De Silva. The first draft of the Evaluation Report (ER) was presented to the Evaluation Reference Group comprising members from both ESCAP and UNECE by the Evaluator in person at UN/ESCAP on December 22nd 2015. Comments of the Evaluation Reference Group were taken into consideration for finalization of the report. The TORs are shown in Annex 1 and the evaluation action plan and framework are shown in Annex 2.

1.2 Purpose, objectives and outputs

According to the Terms of Reference, the purpose of this evaluation is to:

- Examine the operation and outputs of the project in order to determine whether it achieved its goals, in particular to what extent it contributed to building capacity and regional cooperation on trade facilitation and paperless trade.
- Use the outcome of the review as input for decisions on future programming directions and modalities of operation in future trade facilitation projects, and
- Use the findings for long-term sustainability of the network

The main target audience of the evaluation report is the ESCAP secretariat, the UN General Assembly and project beneficiaries. An evaluation is required for all Development Account projects.

The specific objectives of the evaluation are to:

- Assess the relevance, effectiveness, efficiency and sustainability of the project results and partnership arrangements;
- Formulate recommendations related to the evaluation’s findings, for improving the design and implementation of future projects, in particular those funded by the Development Account; and
• To formulate recommendations related to the evaluation’s findings, on desired follow-up activities to be undertaken by ESCAP and its partners.

1.3 Scope of evaluation

While the evaluation was focused on the project, it also touched upon some aspects of the United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific (UNNExT). The reasons for this are as follows. First, part of the project was designed to strengthen UNNExT. Second, the project is embedded in and interlinked with the UNNExT work programme. Third, the project was a continuation of the 6th Tranche Development Account project entitled “Enhancing the trade competitiveness of least developed countries, countries in transition, and transit countries through the implementation of single-window facilities”\(^1\), and the outcome of the project, such as training Guides, will be continuously used by the ongoing 9th Tranche Development Account project “Strengthening the capacity of transitional and developing economies to participate in cross-border agricultural food supply chains”\(^2\). For these reasons, the relevance, efficiency, effectiveness and sustainability were evaluated in connection with the overall work of UNNExT.

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\(^1\) Information on the project is available at (http://www.un.org/esa/devaccount/projects/2008/0809D.html).
\(^2\) Information on the project is available at (http://www.un.org/esa/devaccount/projects/2014/1415AE.html).
2. Project Overview

2.1 Background of the project

Fulfilling export/import and transport procedures in many developing countries of the region takes at least 50% more time than it does in developed countries.\(^3\) Trade and transport procedures between developing countries of the region are especially cumbersome. Therefore, the renewed interest to increase intraregional trade very much depends on how effectively trade and transport facilitation concerns are addressed, particularly through the application of information, communications and technologies (ICT). A few economies in the region have established themselves as world leaders in cutting red tape and using ICT for increasing transparency and streamlining trade and transport procedures (e.g., Singapore, Hong-Kong, China and Rep. of Korea). The majority of the countries, however, have been slow to implement paperless trade and transport facilitation systems, hampering intra-regional trade but also putting them at risk of being left out of global trade as regulators in major markets increasingly require detailed advance (i.e., electronic) information on shipments on national security grounds.

2.2 Project objectives

The project intended to build national governments’ capacity to implement paperless systems for cross-border trade and transport and to support implementation of national and regional single windows. In particular, it intended to build capacity on how to implement paperless trade and transport systems to facilitate agricultural trade, transit transport and SME participation in international trade transactions. Studies and training material towards this objective were expected to be developed with the support of the United Nations Network for Paperless Trade in Asia and the Pacific (UNNExT), a platform expanded under this project to paperless trade and transport facilitation. Studies and training materials was planned to be disseminated and used in regional forums as well as sub-regional and national workshops supported by the project.

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2.3 Project formulation

The project was formulated based on the needs of the countries identified at different regional forums (such as Asia-Pacific Trade Facilitation Forum⁴) and legislative meetings,⁵ as well as through individual country requests for technical assistance and capacity building on trade facilitation and paperless trade.

The project was also formulated in close consultation with the UNNExT Advisory Committee and Advisory Groups, with particular reference on recommendations and lessons learnt in implementing an earlier related 6th Tranche Development Account project entitled “Enhancing the trade competitiveness of least developed countries, countries in transition, and transit countries through the implementation of single-window facilities”.

2.4 Expected accomplishments

There are two expected accomplishments:

(1) Increased knowledge and capacity of government officials (at both the policy and technical levels) and other stakeholders (logistics and ICT service providers) to develop and implement interoperable paperless systems for intra-regional trade and transport facilitation.

(2) Regional communities of knowledge and practice established under the project are sustainable, productive and able to facilitate implementation of paperless systems for agricultural trade facilitation, transit transport facilitation, and SME participation in international trade.

2.5 Project strategy

The expansion of the existing UNNExT network into a regional Network of Experts for Paperless Trade and Transport in Asia and the Pacific (UNNExT²) was part of the project implementation strategy. Building on the experience of UNNExT, the project activities included: the development and dissemination of a variety of knowledge products to increase the capacity of government officials and other stakeholders to implement paperless trade and transport systems adapted to their needs; the organization of regional forums to share good practices and lessons learned on trade and transport facilitation and paperless trade, and; the delivery of national and sub-regional capacity building workshops and follow-up advisory services, using expertise and material developed through the regional network.

⁴ More information about the Forum is available at <http://unnext.unescap.org/aptff.asp>
⁵ For example, ESCAP Committee on Trade and Investments.
The project therefore featured region-wide and sub-regional level activities, as well as some national level activities implemented essentially on demand in close collaboration with relevant national institutions and partners – typically as a follow-up to the sub-regional and regional events. Sub-regional workshops would be systematically designed as training-of-trainer programmes to facilitate the transfer of knowledge to the national level. These workshops would also be organized in conjunction with the regional forums, both to maximize the cross-regional sharing of knowledge as well as to ensure that the limited project resources are used as efficiently as possible.\footnote{This strategy was successfully implemented in earlier DA projects, in particular DA6 project on “Enhancing Trade Competitiveness of Least Developed Countries, Countries in Transition and Transit Countries through the Implementation of Single Window Facilities”.}

### 2.6 Project actual implementation

The project was implemented from July 2012 to December 2015 by UNESCAP and UNECE in collaboration with a number of other international organizations such as United Nations Conference for Trade and Development (UNCTAD), World Bank, World Customs Organization (WCO), Asian Development Bank (ADB), Association of South-East Asian Nations (ASEAN), South Asian Association for Regional Cooperation (SAARC) and Economic Cooperation Organization (ECO). The project covered 19 countries with a total budget of US$ 854,000.
3. Evaluation Methodology

3.1. Underlying framework for the evaluation

Understanding the nature of capacity building is fundamental for the evaluation. For example, the activities and output of the project are often tangible at the end of the project and can be evaluated right after its completion. The changes in capacities of the individuals could normally be assessed during and immediately after the project. Changes in capacities of institutions may take time, and some changes may not be visible or cannot be easily assessed within the short term. Finally, policy formulation and implementation as well as wide impacts of the project to the civil society are often long term and cannot be assessed immediately after the project.

Figure 1. The key factors that impact on the goal of the project

Source: by the evaluator

Caution is required to assess the causation between the project and its impacts. In reality, many other factors, along with capacity building, could collectively influence policy formulation and implementation. With reference to this project, as shown in Figure 1, policy formulation and/or implementation of a particular trade facilitation measure is decided by not only capacity but also other
factors such as political will, interventions of other organizations, partners and donors, national financial resources, national trade/trade facilitation policy, priorities for implementing different trade facilitation measures.

Given the nature of capacity building and its implication for evaluation, and in line with the logical framework of the project and provisions of Terms of Reference, the evaluation of the project is mainly focused on the outputs and activities of the project, changes in capacities of individuals who participated in training and capacity building of the project and the development of regional communities of knowledge and practice. The evaluation also covers policy formulations and implementations during the project time period, and quotes evidence relating to the causation relationship between the project and the policy formulation/implementation. The key criteria for this evaluation are Relevance, Efficiency, Effectiveness, Sustainability and Gender. The evaluation questions for each criterion are shown in Annex 3.

3.2 Data collection

Under the overarching principle for evaluation, data collection was geared towards gathering evidence for the changes brought about by the project and any causation relationship between the project and the changes. To enhance the robustness of analysis, data triangulation was adopted and the following data were collected:

a) Interviews with project staff

The evaluator started data collection by interviewing relevant project staff. This enabled the evaluator to understand different aspects of the project including its design and implementation. It also provided the evaluator with a useful basis for collecting other relevant data. In the process of data collection and analysis, some project staff members were interviewed again for clarification or further information. The list of project staff interviewed is presented in Annex 5.

b) Desk review of project related documents (see Annex 6)

The evaluator comprehensively reviewed the following documents related to the project including its implementation.

I. The project documents. The evaluator reviewed the project document of the current project, and in addition, those of related projects, namely the 6th Tranche Development Account project entitled “Enhancing the trade competitiveness of least developed countries, countries in transition, and transit countries through the implementation of single-window facilities”, and the 9th Tranche Development Account project “Strengthening the capacity of transitional and developing economies to participate in cross-border agricultural food supply chains”.

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II. *Annual progress reports of the project (2012 to 2014).* The annual reports provided detailed information on the progress of implementation of the project including the key activities, key deliverables, meetings and events organized under the project.

III. *Summaries of UNNExT Advisory Committee meetings (2012 to 2015).* As the project is embedded in the UNNExT work plan, key discussion and conclusions during the UNNExT Advisory Committee which covered the project implementation were reviewed.

IV. *UNESCAP Resolutions relevant to the project (68/3, 70/6, 62/5, 66/4).* These documents enabled the evaluator to understand how the project was aligned with the regional mandates.

V. *Participants’ feedback of the workshops or meetings they attended.* The project team used a standard questionnaire to gather feedback from the participants on how their capacities were enhanced by attending the workshops and meetings, and what their recommendations for further capacity building and general UNNExT work were. The information in this area is very rich in the sense that it includes feedback from 432 participants. A sample of summary of such feedback is available in Annex 9.

VI. *Project related capacity building material.* The evaluator reviewed the new Guides, tools and knowledge products developed under the project. The quality of the products and their usefulness were assessed. Complementary information on the usage of these products was collected by the project evaluation survey (see Annex 7 for details) and interviews and discussions with participants the evaluator met during the workshop and regional forums.

VII. *Policies and guidelines related to capacity building used by ESCAP and other agencies and departments of the United Nations.* In particular, the ESCAP document entitled “ESCAP Capacity Development Strategy 2016-2019” served as a useful reference to the evaluator to review the current project and contemplate the recommendations for future activities. In addition, similar documents developed by UNDP (2009) and DESA (2011) (see the References) were also reviewed by the evaluator for a better understanding of the project in the UN context.

VIII. *Key study reports and meeting notes, presentations and country reports.* The evaluator paid particular attention to the information available at annual Asia-Pacific Trade Facilitation Forums (APTFF) since 2009 as the country reports and analysis provide useful baseline data and other data for monitoring any changes attributable to or in some way impacted by the project. For the same reason, the reports on surveys on trade

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7 APTFF 2013-2015 were organized as regional forums under the current project. http://unnext.unescap.org/tfforum15.asp
facilitation and paperless trade implementation\textsuperscript{8} were also scrutinized and relevant data were extracted by the evaluator for measuring the “changes”.

c) Participating in and observing project events

The evaluator participated in the regional forum on trade facilitation and paperless trade held in Wuhan, China on 20-21 October 2015 and its related back-to-back workshops including a UNNExT Advisory Committee meeting during 19-23 October 2015 to observe the capacity building process. The evaluator also interviewed the participants during the forum to receive their feedback on the effectiveness of capacity building.

Similarly, the evaluator had the opportunity to observe a UNNExT Workshop on Implementing UN/CEFACT e-Business Standards in Agricultural Trade held in Bangkok on 21 December 2015.

d) Interviews during the regional Forum and Country visits and telephone interviews

The evaluator undertook in-country field visits to Bangladesh and Myanmar, which were both covered by the project. This allowed him to conduct face-to-face interviews with key stakeholders to evaluate project activities and hear their recommendations on future activities to strengthen capacity building. The list of persons interviewed during the regional forum and country visits to Bangladesh and Myanmar are provided in Annex 8.

Furthermore, he held structured telephone interviews with three participants from Sri Lanka, who attended the 7\textsuperscript{th} APTFF (See Box 4).

e) Project evaluation survey

A project evaluation (please see Annex 7) to assess the outcome of the project was conducted by soliciting the opinion of individuals who had participated in various project meetings and events. The questionnaire comprises three main sections: (a) information on the respondent (country, profession, gender) (b) the respondent’s assessment of the outcome of the capacity building events, policy briefs, tools and guides, and the application of knowledge gained through the project (c) the respondent’s recommendations for future activities and work on paperless trade facilitation.

The questionnaire was circulated on 13 November 2015, to 823 individuals who had participated in regional, sub regional or national activities supported by the project, including the

\textsuperscript{8} http://unnex.unescap.org/UNTFSurvey2015.asp
Asia-Pacific Trade Facilitation Forums. Fifty-six (56) emails turned out to be invalid. By mid-December 2015, 68 responses from 28 countries had been received by the evaluator. In late December 2015, a reminder was sent to those who had not responded to the questionnaire. After that, the evaluator received another 14 responses by late January 2016. This resulted in a total sample of 82 responses from 31 countries (see Annex 9), representing a response rate of 10.5%. Among the respondents, 65% were public sector officials mainly from customs departments, ministries of commerce, ministries of finance and ministries of transport. Ten percent (10%) were from the private sector, involved in import/export trade, international transportation or logistical services. The remainder were from specialized agencies, such as the ECE/CEFACT and ADB. 98% of respondents were from the Asia-Pacific region, and 63% of total respondents from LDCs or LLDCs. Women made up 13.2% of participants.

3.3 Limitations and mitigation

The evaluator visited two countries (Bangladesh and Myanmar) to hold meetings with different stakeholders who were relevant to the project (either they participated in the project meetings or were beneficiaries of the project). The number of countries visited was relatively small compared with the total number of countries covered by the project (19 countries). To overcome this weakness and ensure the quality of data analysis, data triangulation was adopted in this report (as elaborated in Section 3.2).

3.4 Ethical considerations

The evaluation process was guided by the United Nations Norms for Evaluation adapted for ESCAP, as well as by the Norms and Standards for Evaluation in the UN System of the UNEG⁹, and contributed to organizational knowledge development. Important was, moreover, the anonymity and confidentiality of individual participants to the review process, sensitivity to the social and cultural context and acting with integrity and honesty in relations with all stakeholders.

4. Findings and Analysis

4.1 Relevance

The key question related to “relevance” of the project is whether the project was aligned with the relevant policies at the regional, subregional and national levels.

At the regional level

Finding 1: At the regional level, the project contributed to the implementation of the ESCAP Resolution 68/3 on Enabling paperless trade and the cross-border recognition of electronic data and documents for inclusive and sustainable intraregional trade facilitation, formulation and implementation of ESCAP Resolution 70/6 on Implementation of the decision of the Ad Hoc Intergovernmental Meeting on a Regional Arrangement for the Facilitation of Cross-border Paperless Trade, which included, among others, establishment and operation of Interim Intergovernmental Steering Group and Legal and Technical Working Groups as part of the implementations of the Resolutions. The project substantially enhanced the awareness of the policy makers and government officials on cross-border paperless trade and enabled them to be more ready for the intergovernmental negotiations.

Analysis:

Existing studies (e.g., the joint UNRC survey\(^{10}\)) show that countries in Asia-Pacific region are at very different levels of development regarding paperless trade facilitation. Some countries such as Singapore, Japan and Rep. of Korea are global leaders in implementing paperless trade facilitation measures while some developing countries especially the LDCs and Small Island Developing Countries (SIDs) are often at the beginning stage of development.

Accordingly, the capacities of individuals and government agencies from different countries in the region vary. In order to bring the capacities of different countries to a similar level to facilitate intergovernmental negotiations, capacity building is essential. In this connection, the project, through the annual regional forums and back-to-back capacity building events, as well as subregional workshops, continuously disseminated information on the importance of cross-border paperless trade and built capacity of policy makers in negotiating intergovernmental agreement on cross-border

paperless trade. This is evident in that presentations on intergovernmental agreement on cross-border paperless trade facilitation were included in the annual regional forums 2012 through 2015.

During the project implementation period, substantial progress was made by the ESCAP member states towards the finalization of an intergovernmental agreement (as shown in Figure 2). Certainly such progress cannot be totally attributed to the project as other legislative meetings also played an important role in advancing the negotiations. Nevertheless, the project substantially enhanced the awareness of cross-border paperless trade and enabled the policy makers and government officials to be more ready for the intergovernmental negotiations, as evident by Table 1 which shows that on average, 86% of participants who strongly agree or agree that the events they participated in increased their knowledge while 80% of the participants indicated that they would use the knowledge and skills acquired to formulate/implement trade facilitation policies.

Figure 2. Progress towards finalization of intergovernmental agreement on cross-border paperless trade

Source: provided by the project team

Table 1. End-of-the-Event Evaluations on relevance and effectiveness of capacity building

<table>
<thead>
<tr>
<th>Event name, date and place</th>
<th>Duration (days)</th>
<th>No of Participants</th>
<th>Post Event No. of replies (Survey)</th>
<th>Percentage of participants who strongly agree or agree that the event increased their knowledge</th>
<th>Percentage of participants who strongly agree or agree they would use the knowledge and skills acquired to formulate/implement trade and trade facilitation policies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia Pacific Trade Facilitation Forums (APTFF)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APTFF 2015, Wuhan, China. 20-21 October 2015</td>
<td>2</td>
<td>240</td>
<td>80</td>
<td>94%</td>
<td>87%</td>
</tr>
<tr>
<td>APTFF 2014, Bangkok, Thailand. 24-25 September 2014</td>
<td>2</td>
<td>248</td>
<td>80</td>
<td>86%</td>
<td>91%</td>
</tr>
<tr>
<td>APTFF 2013, Beijing, China. 10-11 September 2013</td>
<td>2</td>
<td>242</td>
<td>47</td>
<td>87%</td>
<td>80%</td>
</tr>
<tr>
<td>APTFF 2012, Colombo, Sri Lanka. 30-31 October 2012</td>
<td>2</td>
<td>202</td>
<td>91</td>
<td>89%</td>
<td>78%</td>
</tr>
<tr>
<td>Subregional capacity building activities on Agricultural trade facilitation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Asia - Workshop on Trade Facilitation and Paperless Systems for Agrifood Products, (Almaty, Kazakhstan. 4-6 May 2015)</td>
<td>3</td>
<td>22</td>
<td>18</td>
<td>83%</td>
<td>100%</td>
</tr>
<tr>
<td>South/South East Asia - Regional Training of Trainers Workshop on Trade Facilitation and Paperless Systems for Agrifood Products December 2014, Bangkok, Thailand. 15-17 December 2014</td>
<td>3</td>
<td>22</td>
<td>22</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Subregional capacity building activities on trade facilitation and paperless trade for SMEs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Asia - Workshop on Paperless Trade Facilitation for Small and Medium-Sized Enterprises, Almaty, Kazakhstan. 4-6 May 2015</td>
<td>3</td>
<td>21</td>
<td>16</td>
<td>81%</td>
<td>69%</td>
</tr>
<tr>
<td>South/South East Asia - UNNExT Workshop on Paperless Trade Facilitation for Small and Medium-sized Enterprises, Bangkok, Thailand. 2-4 February 2015</td>
<td>3</td>
<td>17</td>
<td>17</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Trade Process Analysis, Single Window and Cross-border paperless trade</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity Building Workshop on Cross-border Paperless Trade Facilitation: Challenges and Issues for Enabling Environment, Bangkok, Thailand. 31 March 2015</td>
<td>1</td>
<td>28</td>
<td>26</td>
<td>88%</td>
<td>62%</td>
</tr>
<tr>
<td>APTFF Capacity Building Workshop on Implementing Trade Facilitation: Perishable Goods and Single Window, 26 September 2014, Bangkok, Thailand</td>
<td>1</td>
<td>68</td>
<td>21</td>
<td>86%</td>
<td>71%</td>
</tr>
<tr>
<td>Asia –Pacific region - Capacity Building Workshop on Facilitation of Cross border Paperless Trade, Bangkok, Thailand, 22-24 April 2014</td>
<td>3</td>
<td>57</td>
<td>21</td>
<td>50%</td>
<td>N/A</td>
</tr>
<tr>
<td>National level capacity building and technical assistance/ advisory services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNNExT National Workshop on Agriculture Trade Facilitation and Business Process Analysis, 27-29 October 2015, Bangladesh</td>
<td>3</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Training Workshop on Trade Facilitation in the Context of the WTO Trade Facilitation Agreement (TFA), 4-5 June 2015, Myanmar</td>
<td>2</td>
<td>48</td>
<td>26</td>
<td>92%</td>
<td>77%</td>
</tr>
<tr>
<td>Capacity Building Workshop on Paperless Trade for Regional Connectivity, 16-17 December 2015, Tehran, Islamic Republic of Iran</td>
<td>2</td>
<td>18</td>
<td>17</td>
<td>88%</td>
<td>65%</td>
</tr>
<tr>
<td>UNNExT Workshop on Implementing UN/CEFACT e-Business Standards in Agricultural Trade, 21 December 2015, Bangkok</td>
<td>1</td>
<td>19</td>
<td>19</td>
<td>89%</td>
<td>74%</td>
</tr>
</tbody>
</table>
At the national level

Finding 2: The project objective was highly relevant to national policies and strategies on development of paperless trade facilitation in general. A global survey by the United Nations Regional Commissions on implementation of trade facilitation and paperless trade measures showed that 44 developed and developing economies in Asia and the Pacific surveyed were actively involved in development of paperless trade facilitation. The relevance of the project at national level was highlighted by the fact that the project team received, and positively responded, 15 written requests from 12 project participating countries for capacity building and technical assistance in the areas of trade process analysis, paperless trade and Single Window and cross-border paperless trade during the implementation of the project. The relevance of the project can also be reflected by the fact that representatives from 18 countries covered by the project and additional 19 countries, which were not covered by the project, attended the regional forums during 2013-2015.

Analysis:

Referring to the overall project objective “To build national governments’ capacity to implement paperless systems for cross-border trade and transport and support implementation of national and regional single windows”, a global survey by the United Nations Regional Commissions on implementation of trade facilitation and paperless trade measures showed that 44 developed and developing economies in Asia and the Pacific surveyed were actively involved in developing customs automation while 40% of the countries under study were actively engaged in developing national Single Window system. Implementation of cross-border (bilateral, sub-regional or regional) paperless trade systems remained mostly at the pilot stage.12

During the implementation of the project, the project team received 15 written requests from Bangladesh, Cambodia, China, Iran, Lao PDR, Kyrgyzstan, Myanmar, Maldives, Mongolia, Nepal, Sri Lanka and Viet Nam for capacity building and technical assistance in the areas of trade process analysis, paperless trade and Single Window and cross-border paperless trade. Such fact shows the high relevance of the project to the countries in the region.

The project team responded positively to these requests by arranging 8 subregional workshops and 3 national workshops (as detailed in Annex 11), which enabled the participants from

all these countries to build the capacities in the areas they identified. In addition, these requests were also taken into consideration by the project team in preparing the Programme and presentations of the regional forums. In total, representatives from 18 countries covered by the project and additional 19 countries, which were not covered by the project, attended the regional forums during 2013-2015, which to a great extent shows the project was designed and delivered in accordance with the interest and priorities of the countries in the region.

**Finding 3:** The results of the project evaluation survey show that approximately 78% of the participants indicated that they had applied the knowledge and skills to their work, while 20% of the respondents indicated that they would do so. Interviews with stakeholders in Bangladesh show that the capacity building events and training materials prepared under the project were instrumental for guiding the development of electronic Sanitary and Phytosanitary (e-SPS) and “traceability” in the country.

**Analysis:**

The results of the project evaluation survey show the high level relevance of the project to individual participants. When the participants were asked whether they had applied, or would apply, the skills and/or knowledge they acquired through participating in the project activities to paperless trade or transport facilitation projects and initiatives, as shown in Figure 3, approximately 78% of the participants indicated that they had applied the knowledge and skills to their work, while 20% of the respondents indicated that they would do so. Only 2% of the participants mentioned that the knowledge or skill would not be applied or not applicable.

**Figure 3: Application of knowledge and skills acquired from participation in the events under the project**

![Pie chart showing application of knowledge and skills](image)

*Source: results from the project evaluation survey*
The country visits to Bangladesh and Myanmar also enabled the evaluator to obtain more knowledge on how the project and the relevant UNNExT work could assist countries in developing paperless trade facilitation for agriculture. The evaluator held meetings with the Department of Agriculture Extension and Hortex Foundation/Horticulture Export Development Foundation in Bangladesh. Although these meetings were held separately, the concerns and issues discussed were very consistent. The representatives from these two institutions emphasized that trade facilitation had been traditionally linked with Ministry of Commerce and Customs, and there was a lack of opportunity for them to gain adequate knowledge on agricultural trade facilitation despite the fact that the trade facilitation issue was highly relevant to their daily work. They appreciated the opportunities created by the project to enable them to attend subregional and national workshops, so that they could understand the latest development on eSPS and ‘Traceability’, which was instrumental for guiding their work in these areas. Hortex Foundation /Horticulture Export Development Foundation particularly pointed out that the UNNExT Guide titled “Information Management in Agrifood Chains: Towards an Integrated Paperless Framework for Agrifood Trade Facilitation”\(^{13}\) was very forward-looking and useful to assisting its members to export the agricultural products to the EU market\(^{14}\).

### 4.2 Efficiency

The key questions on “Efficiency” of the project are as follows.

i. To what extent had the project been delivered in a cost effective way?

ii. How was the project managed in terms of timeliness?

iii. To what extent did the project take into account and build upon the comparative advantages and on-going activities of partner organization and agencies?

iv. How was the internal coordination of the project team?

**Finding 4:** The project was completed within the original time frame (2012-2015), although the project allotment arrived in late June 2012, which means the actual duration for the project implementation was 3.5 years, rather than 4 years as indicated in the project document. As shown in Figure 4, in total 28 meetings or events were organized under the project. The financial implementation rate of the project amounted to as high as 96.7%.

\(^{13}\) [http://unnext.unescap.org/pub/agriguide15.pdf](http://unnext.unescap.org/pub/agriguide15.pdf)

\(^{14}\) [http://www.hortex.org/about.htm](http://www.hortex.org/about.htm)
Figure 4. Key meetings and workshops organized under the project

1. UNNExT Advisory Committee Meeting (Colombo, Sri Lanka, 29 October 2012)
2. APTFF 2012 (Colombo, Sri Lanka, 30-31 October 2012)
3. APTFF 2013 (Beijing, China, 10-11 September 2013)
4. UNNExT Advisory Committee Meeting (Beijing, China, 11 September 2013)
5. UNNExT Advisory Group Meeting on Paperless Systems for Agricultural Trade Facilitation (Beijing, China, 12 September 2013)
6. APTFF Capacity Building Workshop: Designing and Implementing Trade Facilitation in Asia and the Pacific (Beijing, China, 12 September 2013)
7. UNNExT Advisory Group on Cross-border Paperless Trade Facilitation (Bangkok, Thailand, 23 September 2014)
8. UNNExT Advisory Group Meeting on Trade Facilitation for SMEs (Bangkok, Thailand, 23 September 2014)
9. Advisory Group meeting on Trade Process Analysis Database (TPAD), Bangkok, Thailand, 24 September 2014)
10. APTFF 2014 (Bangkok, Thailand, 24-25 September 2014)
11. UNNExT Advisory Committee Meeting (Bangkok, Thailand, 25 September 2014)
12. UNNExT Advisory Group Meeting on Agricultural Trade Facilitation (Bangkok, Thailand, 26 September 2014)
13. Workshop on Enabling Cross-border Paperless Trade Facilitation (Bangkok, Thailand, 26 September 2014)
14. Workshop on Paperless TF for SMEs in South/South East Asia (Bangkok, Thailand, 2-4 February 2015)
15. Workshop on Trade Facilitation and Paperless Systems for Agrifood Products in South/South East Asia (Bangkok, Thailand, 2-4 February 2015)
16. Workshop on Paperless Trade Facilitation for SMEs in Central Asia (Almaty, Kazakhstan, 4-6 May 2015)
17. Workshop on Trade Facilitation and Paperless Systems for Agrifood Products in Central Asia (Almaty, Kazakhstan, 4-6 May 2015)
18. National Training Workshop on TF in the context of WTO TFA (4-5 June 2015)
19. Workshop on Paperless Transit Trade Facilitation in Landlocked Developing and Transit Countries (Incheon, Korea, 30 June-1 July 2015)
20. EEC Training Workshop on BPA in Foreign Trade (Moscow, Russian Federation, 23-25 September 2015)
22. APTFF 2015 (Wuhan, China, 20-21 October 2015)
23. UNNExT Advisory Committee Meeting, 21 October (Wuhan, China, 20-21 October 2015)
24. Workshop on Electronic Exchange of SPS Certificates for Better Trade Control and Facilitation (Wuhan, China, 21-22 October 2015)
25. Workshop on Single Window: Creating the Environment for Collaboration in Cross Border Trade (Shanghai, China, 23 October 2015)
26. UNNExT National Workshop on Agricultural Trade Facilitation and BPA (Dhaka, Bangladesh, 27-29 October 2015)
27. Capacity Building Workshop on Paperless Trade for Regional Connectivity (Tehran, Islamic Republic of Iran, 16-17 December 2015)
28. UNNExT Workshop on Implementing UN/CEFACT e-Business Standards in Agricultural Trade, (Tehran, Islamic Republic of Iran, 16-17 December 2015)

Source: provided by the project team and checked by the evaluator against annual progress reports, meeting calendars, and meeting notes
Analysis:

The project was completed according to the project document and plan without any delays. This is probably noteworthy because, based on the information available at the UN website, all other Development Account projects under the 8th tranche implemented by ESCAP were extended. According to interviews with the project staff, the project allotment arrived in late June 2012, which means the actual duration for the project implementation was 3.5 years, rather than 4 years as indicated in the project document. When the project fund arrived, most of the project staff were engaged with other tasks or earlier planned activities, which meant they could not initiate implementation of the project right after the funds were received.

Figure 4 summarized the key meetings organized by the project and showed that 28 meetings or events were organized under the project. The progress reports in the years 2013 and 2014 clearly showed that the implementation was well on track and accelerated over time. The progress in 2012 called for more scrutiny of the evaluator as not too many substantive activities or meetings were delivered for the first year. In this connection, interviews with the project staff revealed that efforts were mainly put into preparation work during the first year of implementation. For example, the project team started identifying consultants, collecting data and information to prepare the Guides under the project and discussing with partners to organize the regional forums, which could not be reflected by the deliverables.

Finding 5: All the planned project activities and deliverables were executed and materialised. Furthermore, one additional study report on ICT and single window for transport facilitation, one additional regional forum, four additional subregional workshops and three additional sets of training materials were also delivered.

Analysis:

As shown in Annex 11, benchmarked by the product documents, all the planned project activities and deliverables were executed and materialised. More specifically, in terms of analytical reports and trade facilitation guides to be delivered under the project and for activities under A1.1, all 12 policy briefs were prepared and published. The regional study report on ICT gap analysis for trade and transport facilitation was published. In addition, a study on integration of transport requirements in single window environment was also conducted, which substantially enriched discussion and analysis on the ICT gap analysis. For activities 2.2, additional four sets of training materials (Web-based video on Business Process Analysis for trade facilitation, Web-based Trade Process Analysis

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Database, Global survey on trade facilitation and paperless trade implementation 2015) were prepared, which supplemented the three sets of Guides on paperless trade facilitation for agricultural product, SMEs and transit.

The project also delivered additional workshops and meetings. Under A1.2, one additional regional forum was organized\(^\text{16}\). Under 1.3, 8 subregional workshops were delivered while the project initially planned to organize 4 subregional workshops.

**Finding 6:** The project team collaborated with over 25 partners in preparing the study reports and Guides and organizing the meetings and workshops and drew strengths of different partners: All activities except A2.1 were implemented in collaboration with one or more partners; Programmes of events and guides systematically included or referred to standards and tools developed by other organizations.

**Analysis:**

As shown in Annex 11, the project worked collaboratively with over 25 partners in preparing the study reports and Guides and organizing the meetings and workshops. The key partners of the project, ESCAP and UNECE, under the framework of UNNExT and UN/CEFACT\(^\text{17}\), have been leading the development of paperless trade, trade process analysis and international standards in trade facilitation. Food and Agricultural (FAO) Organization, as a special UN agency, is specialized in food and agricultural issues. Geneva-based International Trade Center (ITC) is mainly focused on matters related to SMEs. The project team took the strategy to engage with FAO and ITC to develop Guides on agricultural trade facilitation and trade facilitation for SMEs to pool the expertise. In particular, the experts from ITC and FAO were invited to become members of advisory groups on Agricultural Trade Facilitation and SME Trade Facilitation respectively, so that they were directly involved in supervising the work carried out by the consultants in preparing the Guides\(^\text{18}\).

During the implementation of the project, with the direct support from the project team, a MOU was signed between ITC and ESCAP to jointly promote trade facilitation in the region\(^\text{19}\), which provided institutional arrangement for the collaboration between these two organizations.

The key partners for organizing the regional forums included Asian Development Bank and the local organizers. The work of Asian Development Bank is often carried out by departments covering different geographic areas such as East Asia, South Asia and Central Asia\(^\text{20}\). However, such institutional arrangement does not provide for cross-subregional sharing of best practices and

\(^{16}\) Also, the project partially supported the organization of the regional forum in 2012.

\(^{17}\) http://www.unece.org/cefact

\(^{18}\) http://unnext.unescap.org/unnext.asp


\(^{20}\) Information on different department of ADB is available at (http://www.adb.org/about/departments-offices).
therefore there is a need for regional forums on trade facilitation, so that the experience and best practice across different areas can be shared. This may explain why ADB has been a keen partner in organizing regional forums and its substantial contributions to the regional forum (see Table 2 and Annex 11).

Finding 7: In-kind contributions from the partners of the project were substantial: the three regional trade facilitation forums delivered under the project alone received US$ 700,000 in-kind external contributions. This does not include in-kind contributions from other partners for organizing other subregional or national workshops (see Annex 11 for details).

Analysis:

The external contribution to the project was impressive and substantial – the total contribution by the partners for the regional Forums alone amounted to approximately US$ 700,000 in kind contributions (see Table 2). As such, in addition to meeting all the required activities under the project, the project delivered extra analytical reports, training materials and workshops, as detailed in the finding 6.

Table 2. In-kind contribution received by the project for the regional forums*

<table>
<thead>
<tr>
<th>Partners</th>
<th>Purpose</th>
<th>In-kind contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian Development Bank</td>
<td>To support the organization of the regional forums held in Beijing on 10-11 September 2013 and other back-to-back events</td>
<td>150,000**</td>
</tr>
<tr>
<td>Asian Development Bank</td>
<td>To support the organization of the regional forums held in Bangkok on 24-25 September 2014 and other back-to-back events</td>
<td>100,000*</td>
</tr>
<tr>
<td>Asian Development Bank</td>
<td>To support the organization of the regional forums held in Wuhan, China on 20-21 October 2015 and other back-to-back events</td>
<td>150,000*</td>
</tr>
<tr>
<td>China International Electronic Commerce Center, China</td>
<td>To support the organization of the regional forum held in Beijing on 10-11 September 2013</td>
<td>100,000**</td>
</tr>
<tr>
<td>China International Electronic Commerce Center, Hubei Province, Wuhan City, China</td>
<td>To support the organization of the regional forums held in Wuhan, China on 20-21 October 2015 and other back-to-back events</td>
<td>100,000**</td>
</tr>
<tr>
<td>Ministry of Commerce, Thailand</td>
<td>To support the organization of the regional forum held in Bangkok on 24-25 September 2014</td>
<td>100,000***</td>
</tr>
</tbody>
</table>

* The table was provided to the evaluator by the project team

** The numbers were based on joint budget planning for the forums by UNESCAP, ADB and local hosts. The actual spending may vary slightly from the initial budgets.

Regional hosts were also very important partners for organizing regional forums. Their advantages lie in their local know-how, expertise and resources. As shown in Table 2, for example,
the key partners from China and Thailand substantially contributed to the organizations of three regional Forums.

**Finding 8:** No major issues were reported regarding the internal management and coordination of the project but further thoughts on coordinating the efforts among different communities of experts supported by different divisions of ESCAP and UNECE (such as UNNeXt, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport Facilitation) were required.

**Analysis:**

The project was jointly implemented by ESCAP (lead agency) and ECE. The Trade Facilitation Unit (TFU), Trade, Investment and Innovation Division (TIID) of ESCAP, was in charge of the overall management. More specifically, overall coordination of the project was carried out by an Economic Affairs Officer in TFU guided and supported by the Chief of the TFU. Within ESCAP, implementation of different components of the project were undertaken or supported by all staff of TFU. The following two components of the project were mainly implemented by the Transport Division (TD) and Information and Communications Technology and Disaster Risk Reduction Divisions (IDD): TD took the lead in undertaking studies and implementation guides on integration of trade and transport facilitation including transit systems, and some of the policy briefs with a transport facilitation focus under the project, while IDD was charge of relevant studies on identification of ICT gaps for paperless trade in selected countries of the region. All Divisions took responsibility to disseminate findings and undertake capacity building activities based on the products developed under the project as described above. Communication among the various units of ESCAP was reportedly effective: In addition to emails and phone calls, regular meetings were held to review the key issues and meeting notes were shared and agreed by the participants for record keeping and to guide further actions.

The project staff from three participating divisions of ESCAP and UNECE, during the interviews by the evaluator, indicated they were satisfied overall with the cooperation. The project staff from UNECE in particular mentioned that collaboration between ESCAP and UNECE enabled the project team to bring external experts from both Europe and Asia to ensure that the most suitable persons were identified to help develop training materials and deliver specific capacity building topics.

In a broader sense, as mentioned earlier, the project was inherently embedded in the UNNeXt work and was greatly supported by UNNeXt Advisory Committee, Advisory groups and experts. The participation and support of other communities such as Regional Network of Legal and
Technical Experts on Transport Facilitation supported by Transport Division of ESCAP\textsuperscript{21} and UN/CEFACT supported by ECE to the project were ad-hoc. A more formalized cooperation mechanism among these communities would certainly help enlarge the pool of experts in preparing the training materials and delivering capacity building topics.

4.3 Effectiveness

The key question on “Effectiveness” of the project is essential: “To what extent have the planned outputs been achieved?”. In the process of searching for an evidence-based answer, the evaluator examined how the project objective, expected accomplishments and activities were effectively delivered.

Finding 9: Capacities of participants of the Forums and workshops in developing and implementing paperless systems were noticeably enhanced thanks to the project.

Finding 10: The training materials produced under the project were generally found relevant and useful. However, Policy Briefs seemed to be less relevant or useful according to the feedback of the project evaluation survey.

These two findings are interrelated, and therefore they are analysed together as follows.

Analysis:

The first expected accomplishment of the project is that “Increased knowledge and capacity of government officials (at both the policy and technical levels) and other stakeholders (logistics and ICT service providers) to develop and implement interoperable paperless systems for intra-regional trade and transport facilitation.” One of the two indicators associated with this expected accomplishment is that “at least 75% of officials and service providers who participated in the project indicate that they are able to more effectively promote, or implement national and regional paperless initiatives for trade and transport facilitation, as a result of their participation in the project activities.” The second indicator of the second expected accomplishment was that “Increased number of country officials and related stakeholders who reported that the advice and guidance received through the regional communities was applied and contributed to implementation of paperless trade and transport facilitation in their own countries.” In the process of data collection and analysis, the evaluator

\textsuperscript{21} \url{http://www.unescap.org/announcement/second-meeting-regional-network-legal-and-technical-experts-transport-facilitation}

22
realised that it was possible to analyse these two indicators at the same time because they are interrelated.

To examine these two indicators, data triangulation approach was adopted. The feedback from the participants of the workshops, meetings and forums were analysed statistically. The evaluator also looked at the answers to open questions of the evaluation to find out what exactly the participants learnt through the workshop and capacity buildings. Finally, the evaluator also held discussions and interviews with participants to get more in-depth information.

Table 3 shows the results of the project evaluation survey on whether the participants enhanced their capacities in six specific areas covered by the project. Overall, 87% of the participants indicated that they had enhanced their capacities in the area of developing and implementing a paperless system for trade and transport facilitation on a national or regional level. Similarly, 77%, 81%, 75%, 86% and 91% of the participants indicated that they had enhanced their capacities in the areas of Trade facilitation and paperless trade for Agriculture & Food, Trade facilitation and paperless trade systems for SMEs, Paperless transit facilitation, Trade process and procedures analysis (and improvement) and National/Regional single window and cross-border paperless trade implementation, respectively.

Table 3. Did the participants enhance their capacities in the six specific areas covered by the project?

<table>
<thead>
<tr>
<th>Specific areas of paperless Trade Facilitation</th>
<th>Yes, to a great extent</th>
<th>Yes, to some extent</th>
<th>No</th>
<th>Not applicable</th>
<th>No. of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing and implementing a paperless system for trade and transport facilitation on a national or regional level</td>
<td>40.8%</td>
<td>46.5%</td>
<td>9.9%</td>
<td>2.8%</td>
<td>71</td>
</tr>
<tr>
<td>Trade facilitation and paperless trade for Agriculture &amp; Food</td>
<td>23.4%</td>
<td>53.1%</td>
<td>14.1%</td>
<td>9.4%</td>
<td>64</td>
</tr>
<tr>
<td>Trade facilitation and paperless trade systems for SMEs</td>
<td>32.8%</td>
<td>48.4%</td>
<td>9.4%</td>
<td>9.4%</td>
<td>64</td>
</tr>
<tr>
<td>Paperless transit facilitation</td>
<td>34.9%</td>
<td>39.7%</td>
<td>17.5%</td>
<td>7.9%</td>
<td>63</td>
</tr>
<tr>
<td>Trade process and procedures analysis (and improvement)</td>
<td>44.4%</td>
<td>41.7%</td>
<td>6.9%</td>
<td>6.9%</td>
<td>72</td>
</tr>
<tr>
<td>National/Regional single window and cross-border paperless trade implementation</td>
<td>35.8%</td>
<td>55.2%</td>
<td>6.0%</td>
<td>3.0%</td>
<td>67</td>
</tr>
</tbody>
</table>

Source: results from the project evaluation survey

The participants were also asked whether they had or would utilize the products delivered by the project including the guides, reports and tools. As shown in Table 4, on average, 26% and 40% of
the participants mentioned that they would definitely or very likely use the products. Approximately 21% of the participants were not sure whether they would utilize the Guides. Only 13% of the respondents said they would not use the products.

Table 4. Utilization of the guides, reports and tools developed under the project

<table>
<thead>
<tr>
<th>Title</th>
<th>Yes, definitely</th>
<th>Very likely</th>
<th>Not sure</th>
<th>Unlikely</th>
<th>No</th>
<th>Not applicable</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Towards a National Integrated and Sustainable Trade and Transport Facilitation Monitoring Mechanism: BPA+</td>
<td>29.9%</td>
<td>32.8%</td>
<td>26.9%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>4.5%</td>
<td>67</td>
</tr>
<tr>
<td>Information Management in Agrifood Chains: Towards an Integrated Paperless Framework for Agrifood Trade Facilitation</td>
<td>18.2%</td>
<td>37.9%</td>
<td>21.2%</td>
<td>9.1%</td>
<td>7.6%</td>
<td>6.1%</td>
<td>66</td>
</tr>
<tr>
<td>Guide on Paperless Transit: Training Manual</td>
<td>31.4%</td>
<td>34.3%</td>
<td>17.1%</td>
<td>2.9%</td>
<td>8.6%</td>
<td>7.1%</td>
<td>70</td>
</tr>
<tr>
<td>Trade Process Analysis Database</td>
<td>25.0%</td>
<td>47.1%</td>
<td>17.6%</td>
<td>4.4%</td>
<td>2.9%</td>
<td>2.9%</td>
<td>68</td>
</tr>
<tr>
<td>Global Survey on Trade Facilitation and Paperless Trade Implementation 2015</td>
<td>27.5%</td>
<td>43.5%</td>
<td>20.3%</td>
<td>7.2%</td>
<td>1.4%</td>
<td>0.0%</td>
<td>69</td>
</tr>
</tbody>
</table>

Source: results from the project evaluation survey

While these statistical data were very useful to present an overall picture on how effective the capacities of the participants were built under the project, the evaluator went a step further to search for more specific information on how the respondents actually enhanced their capacities by examining the answers from the end-of-the-workshop survey and the project evaluation survey. The selected answers (not an exhaustive list) are presented in Box 3 and Box 4 and all the quotations are presented “as is” without any corrections.

Analysis of the answers enabled the evaluator to better appreciate exactly how useful and relevant the training and capacity building for the participants. To summarize, the project contributed to capacity building in at least the following ways:

(1). Enhance awareness: “for the first time” or similar words were mentioned by at least 20 respondents, indicating some knowledge such as paperless trade facilitation for agricultural food was very new to some participants, if not to their institutions.

(2). Deepen understanding of specific topic: over 100 respondents elaborated in which specific areas their understanding of the topics had been enhanced, and appreciated the opportunities created by the project to enable them to know the latest development of the topic (such as Single Window) and practices of other countries (also see Boxes 3 and 4).
(3) Apply the knowledge in both policy and technical levels: the evaluator feels this is a deeper level of capacity development because understanding the topic is often the prerequisite for application. Over 30 respondents mentioned they had applied the knowledge they acquired from the project to their work.

Box 3: What did participants of the events under the project say about their enhanced capacities?

“Participation enhanced my knowledge of cross border trade. I have helped ECO Secretariat, Tehran to initiate activities at regional level. Now I provide inputs to Ministry of Commerce of Pakistan in streamlining transit trade with Afghanistan as well as develop systems for transit to Tajikistan and CARS.”

“The system of online filing of application by exporters for grant of various types of export related incentives (licences, duty credit scrips) and its online transmission to other stakeholders including customs was already operational. I was able to suggest ways and means of improvement in the existing system as also identify areas where the scope of paperless trade could be extended leading to reduction in physical interface and transaction cost”

“I have used my knowledge on preparing reports with policy recommendations for improving trade facilitation status of the country. I have also disseminated the knowledge through seminars.”

“Especially, the APTTF 2015 was very instrumental for land locked countries, as it was designed in a such way that participants could share their obstacles and challenges with other participants; and also get every useful to tackle the high trade costs etc.”

“APTFF 2013 broadly helped me appreciate the need of paperless trade a lot better for improving the ease of doing business and business eco-system for providing edge in competitiveness. This awareness itself helped me push such initiatives back home”

“After participation in the trade facilitation workshop, I personally gained knowledge and I transferred this to my colleagues and other junior staffs through training and experience sharing. There are certain niche products in Nepal and the exporter of these products got knowledge about this and increased their capacity.”

“Knowledge and expertise gained during the workshop, as well as establishment of contacts of experts of member countries contributed to the elaboration of specific documents on paperless trade in the national level”

“The lectures helped me in gaining a knowledge of the concepts of NSW and how to apply them in achieving the goals in the implementation of the NSW”

“It’s my first time to attend APTFF in 2013 and my participation resulted to adopting trade facilitation initiatives which I implemented in the Philippines.”

“The training I attended increased my knowledge particularly in the e-financing and e-custom field, which we could transfer the knowledge in our future project implementation”

“I have shared the e-traceability and paperless trade facilitation with food quality control, plant and animal quarantine persons”

“I transferred the knowledge I gained in the workshop through training and experience sharing to my colleagues, junior staffs and entrepreneurs who are engaged in export the agricultural commodities.”

Source: Extracted by the evaluator from the-end-of-workshop evaluation and Online survey.
Compared with other materials, statistical data on Policy Briefs (see Table 5) seem to show that Policy Briefs produced under the project were less useful than other training materials. For instance, only two policy briefs entitled “The State of paperless Trade in Asia-Pacific 2015” and “ASEAN Single Window: A Regional Single Window for ASEAN Connectivity. May 2015” were regarded useful by over half of the respondents. Perhaps this can be explained by the fact that the Policy Briefs often have specific geographic coverage and may not be relevant to respondents from different (sub)regions. For instance, a respondent in Lao PRD may find the topic on Smart Food in Greece less relevant or useful. In addition to the geographic specificity explanation, another possible reason is because of the specialisation of the topics. Without concrete evidence, the evaluator could only speculate the possible reasons why the Briefs were not useful, and would request the project

Box 4: The usefulness of the Forum: Excerpts from a telephone discussion with governmental officials from Sri Lanka who attended the Forum

**Official 1:** “The Forum provided a unique opportunity to network with participants from Asia and the Pacific Region with expertise in different disciplines in facilitating trade. The participation at the Forum motivated me to expedite the establishment of a Single (Electronic) Window at Sri Lanka Customs even faster. As a result of what we learnt through the Forum we are considering exchanging SPS electronically in the near future, and already we have begun discussions on this (between the Customs and the Dept. of Agriculture). The fullest benefit of automation can be harnessed only when there is backword integration with the Customs by all the other regulatory authorities issuing licences, certificates etc.

The literature published by the UNNExT Project is very useful as they provide valuable material on TF.”

**Official 2:**

**Q:** What were the benefits of participating in the APTTF?

**A:** It is the first time I attended a conference related to TF. And it is first time I learnt about Electronic Phytosanitary Certificates (eSPS). I learnt that Malaysia in Asia and Chile in South America are issuing eSPS. It is a good system and we are now plaining to do the same within the next couple of months by linking with the Customs Single Window operations. We already held initial discussions with the Customs Dept. on this.

**Q:** What other improvements did you learn from the Forum?

**A:** We also learnt about “Good Systems” practised in other countries to expedite issuing SPS. i.e. growers and exporters who maintain high quality standards are exempted from routine examination of their shipments, and soon we will select AEO and GOR (Good...??) to implement such practices in Sri Lanka.

**Q:** Would you need further inputs/support from external sources to implement eSPS certificates?

**A:** Some amount of assistance would help if ESCAP helps for the development of the software to introduce eSPS.

Compared with other materials, statistical data on Policy Briefs (see Table 5) seem to show that Policy Briefs produced under the project were less useful than other training materials. For instance, only two policy briefs entitled “The State of paperless Trade in Asia-Pacific 2015” and “ASEAN Single Window: A Regional Single Window for ASEAN Connectivity. May 2015” were regarded useful by over half of the respondents. Perhaps this can be explained by the fact that the Policy Briefs often have specific geographic coverage and may not be relevant to respondents from different (sub)regions. For instance, a respondent in Lao PRD may find the topic on Smart Food in Greece less relevant or useful. In addition to the geographic specificity explanation, another possible reason is because of the specialisation of the topics. Without concrete evidence, the evaluator could only speculate the possible reasons why the Briefs were not useful, and would request the project
team to bear this issue in mind in preparing policy briefs in the future (see also the Recommendation 4 in the section 6.2).

Table 5. Usefulness of policy briefs perceived by the respondents

<table>
<thead>
<tr>
<th>Policy Briefs</th>
<th>Percent</th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>The State of paperless Trade in Asia-Pacific 2015. September 2015</td>
<td>80.3%</td>
<td>49</td>
</tr>
<tr>
<td>Electronic Traceability of Aquaculture Products: the case of Trace Verified in</td>
<td>18.0%</td>
<td>11</td>
</tr>
<tr>
<td>Vietnam. August 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic traceability of agricultural products in India: the case of GrapeNet.</td>
<td>31.2%</td>
<td>19</td>
</tr>
<tr>
<td>August 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASEAN Single Window: A Regional Single Window for ASEAN Connectivity. May 2015</td>
<td>59.0%</td>
<td>36</td>
</tr>
<tr>
<td>E-Port Brief, December 2014</td>
<td>21.3%</td>
<td>13</td>
</tr>
<tr>
<td>Towards Electronic TIR Customs Transit System (eTIR). September 2014.</td>
<td>31.2%</td>
<td>19</td>
</tr>
<tr>
<td>Insights from ESCAP’s Process Analysis Database. September 2014</td>
<td>29.5%</td>
<td>18</td>
</tr>
<tr>
<td>E-Shipping Freight Brief, August 2014.</td>
<td>21.3%</td>
<td>13</td>
</tr>
<tr>
<td>Smarter Food Greece. August 2014.</td>
<td>9.8%</td>
<td>6</td>
</tr>
<tr>
<td>Pan-Asian e-commerce Alliance. August 2013</td>
<td>19.7%</td>
<td>12</td>
</tr>
<tr>
<td>E-Logistics Brief, February 2013.</td>
<td>24.6%</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>61</td>
</tr>
</tbody>
</table>

Source: results from the project evaluation survey

**Finding 11:** Regional communities of knowledge and practice on paperless trade including customs automation, single window, paperless systems for agricultural trade facilitation, transit transport facilitation, and SME participation in international trade were greatly strengthened by the project: the number of experts registered experts in the UNNExT database increased from less than 100 by the end of 2011 to 423 by the end of 2015. Also, it is useful to note that 164 agricultural trade facilitation experts are included in this database. Under the project, UNNExT was expanded from trade facilitation to trade and transport facilitation. The new Advisory Groups on SME trade facilitation, Agricultural trade facilitation and transit facilitation have been set up.

**Analysis:**

The second expected accomplishment of the project is that “Regional communities of knowledge and practice established under the project are sustainable, productive and able to facilitate implementation of paperless systems for agricultural trade facilitation, transit transport facilitation,
and SME participation in international trade.” One of the two indicators associated with this expected accomplishment is an “Increased number of registered participants to UNNExT online groups on paperless systems for agricultural trade facilitation, paperless transit transport, and paperless trade systems for SMEs indicating they find their participation in the community(ies) useful.”

This accomplishment was well delivered given the fact that the number of experts registered in the UNNExT database increased from less than 100 by the end of 2011 to 423 by the end of 2015. Also, it is useful to note that 164 agricultural trade facilitation experts are included in this database. This is a noticeable achievement because agricultural trade facilitation has traditionally not received so much attention. Under the project, UNNExT was expanded from trade facilitation to trade and transport facilitation. New Advisory Groups on SME trade facilitation, Agricultural trade facilitation and transit facilitation have been set up.

The evaluator reviewed the progress reports and checked the website of the UNNExT, and noticed the following facts:

a) “UNNExT Advisory Committee Meeting held on 25 September 2014 agreed to expand UNNExT to United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific but acronym ‘UNNExT’ remains unchanged.” (http://unnext.unescap.org/unnext.asp).

b) Advisory Group on Agricultural Trade Facilitation, comprised of five members, was set up in 2013. The first UNNExT Advisory Group Meeting on Paperless Systems for Agricultural Trade Facilitation was held in Beijing on 12 September 2013, back-to-back with the Asia-Pacific Trade Facilitation Forum. The meeting finalized an outline of the new UNNExT Guide on Paperless Systems for Agricultural Trade Facilitation. (http://unnext.unescap.org/ag_atf.asp).

c) Advisory group meetings on paperless trade facilitation for SMEs and transit facilitation were held in Bangkok on 23 September 2014 and 17 October 2014, respectively.

d) The Advisory Group on cross-border paperless trade facilitation was set up in September 2012 (http://unnext.unescap.org/ag_reso683.asp).

To assess the effectiveness of the UNNExT advisory groups and committee, the evaluator read the meeting notes of the advisory committee and groups. The evaluator also attended the UNNExT Committee meeting held on 21 October 2015 as an observer. The meeting summary and personal observation of the Committee meeting enabled the evaluator to appreciate the important role of the Committee in guiding the work programme and activities. The advisory groups, as shown in the Annual progress Reports, clearly contributed substantially to the preparation of the Guides and tools on trade facilitation and paperless trade under the project. In addition, generally at least one UNNExT expert was invited to contribute to the capacity building workshop and technical advice.
Finding 12: The project substantially contributed to the ongoing efforts of the countries in developing paperless trade facilitation. During the project period, new measures were implemented in breadth and depth in the countries covered by the project, as evident by the data in the survey reports on implementation of trade facilitation and paperless measures in Asia and the Pacific.

Analysis:

The first indicator of the first expected accomplishment of the project is that “number of new paperless initiatives and related measures for trade and transport facilitation launched, implemented, or included in national/subregional action plans, in countries participating in project activities, since the first Forum implemented under the project”.

Clearly this indicator measures “changes” over time and baseline data were needed. Fortunately, such data were largely made available due to the work carried out by ESCAP including those under the framework of the project. Data were mainly kept in two ways. First, the ESCAP team has systematically produced annual reports and databases detailing implementation of trade facilitation and paperless measures in Asia and the Pacific including those countries covered by the project. The relevant dataset and reports provided very useful and relevant data for examining the “changes”22. Second, the annual Asia-Pacific Trade Facilitation Forum, jointly organized by ESCAP and ADB, provided additional information on how countries in the region have implemented trade facilitation measures since 2009.

Annex 12 shows the paperless trade facilitation measures for which the countries have made the most progress in implementation from 2012 to 2015. It is clear from Annex 12 that paperless trade facilitation measures were implemented in breadth and depth in the countries covered by the project during the project time period.

Referring to the underlying principle for evaluation, as shown in Figure 1, policy formulation and/or implementation of a particular trade facilitation measure is decided by not only capacity but also other factors such as political will, interventions of other organizations, partners and donors, national financial resources, national trade/trade facilitation policy, priorities for implementing different trade facilitation measures. Evidence is required to ascertain how the project really contributed to the ongoing work on paperless trade facilitation.

Some evidence is already presented in Box 3 at the individual person’s level. There is more evidence to show how the project actually led to new initiatives and projects. For example, the capacity building workshops on trade facilitation for agricultural sector and SMEs led to actual

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actions of the countries to tackle the trade process bottlenecks in Bangladesh, Bhutan and Nepal. A project was initiated during the project to systematically monitor and enhance trade facilitation along the key corridors in these countries. The key products under studies are agricultural products and the key actors were SMEs. At this moment, the project is being implemented with joint support from ESCAP and ADB\textsuperscript{23}.

Country visits to Myanmar and Bangladesh enabled the evaluator to gather more detailed information on how the training and capacity building actually contributed to ongoing initiatives and work. For instance, the Department of Agricultural Extension, Bangladesh mentioned the training workshop enabled them to learn the best practice in e-SPS. The project also enabled the industry association Hortex Foundation to better adjust its strategy for its export\textsuperscript{24}. The visit to Myanmar enabled the evaluator to learn that the training on SMEs enabled a participant from the Central Department of Small and Medium Enterprises Development Ministry of Industry to better understand the concept and essential features of SMEs internationally, who subsequently applied the knowledge in working with the national legislation of SMEs in Myanmar.

More evidence shows that the countries actually valued the project and relevant work carried out under the UNNExT and by ESCAP and requested for technical assistance. In this respect, the evaluator noticed that during the implementation of the project, the project team received 14 written requests from Bangladesh, Cambodia, Iran, Lao PDR, Kyrgyzstan, Myanmar, Maldives, Mongolia, Nepal, Sri Lanka and Viet Nam for capacity building and technical assistance in the areas of trade process analysis, paperless trade and Single Window and cross-border paperless trade. This shows the high relevance of the project to the countries in the region. Also, at a subregional level, the project team received 3 requests from the Economic Cooperation Organization and Eurasia Economic Commission to provide capacity building and technical assistance to their respective members to develop paperless trade and Single Window and cross-border paperless trade during the implementation of the project.

More evidence was found in the content of the letters to the project team. For example, a letter from Maldives requesting for technical assistance from ESCAP on 28 March 2015 clearly stated that “The Business Process Analysis workshop held in March and Data Harmonization Workshop held in December with UNESCAP technical support in 2014 were instrumental in bringing stakeholders on board and build institutional capacity in relevant government agencies to spearhead and fast-track work on National Single Window implementation”. Similarly, another letter from Mongolia dated 24 January 2014 mentioned that “The Mongolian National Single Window (MNSW) initiative was approved by the Mongolian government with the government resolution number 69.

\textsuperscript{23} <http://www.unescap.org/events/workshop-tffmm-baseline-studies-bangladesh-bhutan-and-nepal>.

\textsuperscript{24} the following presentation highlight how Hortex Foundation applied the knowledge they learnt in practice. (http://www.unescap.org/sites/default/files/Module%202.2%20Challenges%20%26%20Opportunities_Agrifood%20Trade_Mitul_Hortex_LF_261015%20%5BCompatibility%20Mode%5D.pdf)
dated 2 March 2013 [...] In this connection, I would like to request your office, in cooperation with Trade and Investment Division, to provide kind assistance in and contribution to organizing a workshop on trade facilitation and importance of implementation of single window in Ulaanbaatar, Mongolia. The workshop is to improve understanding and build capacity of officials from different government agencies and member of the MNSW steering committee”.

Ideally, it would be useful to measure whether trade facilitation measures actually reduced trade costs, time and required documents. However, data in this respect are very limited. The only comparable data seemed to be the data from the World Bank’s ‘Ease of Doing Business -Trading Across Borders’. Annex 13 shows that the export/import procedures of several project related/targeted countries improved during the project implementation period. These improvements are particularly reflected in the number of days taken to import or export goods, and in a reduction of the number of documents required by authorities, emanating from the export/import procedures of those respective countries. A significant improvement in this respect is evidenced in the case of Lao PDR by a reduction in the number of days to export from 36 to 23 while the export and import costs of Azerbaijan dropped by 26.8% and 27.7% respectively from 2011 to 2014. Although the evaluator does not have conclusive evidence to relate all the positive indicator changes that have taken place in the project’s related countries (attribution issue), it is nevertheless encouraging to observe that trade facilitation has been improving in the countries covered by the project.

**Finding 13:** No strong evidence to show that “Training-of-Trainer” under the project was a success and its long-term impacts need to be scrutinized.

**Analysis:**

The project document highlighted the importance of “training-of-trainers”. For example, activity 1.3 is: “Organize 4 sub-regional training-of-trainer workshops (Central Asia; South/South East Asia) using the studies conducted and the training materials prepared under the project (activity 2.2)”. Activity 2.3 says: “Support national workshops with the focus on least developed or landlocked developing Asian countries (to be conducted by the training-of-trainer participants and other approved members of the communities of knowledge established under the project) and related advisory services.

Training-of-trainer was also addressed under the heading of “sustainability of results” in the project document as follows. “Sustainability may also be addressed by focusing on building human resource and institutional capacity of stakeholders in developing countries, including through training-of-trainer programmes. Participants from established national and regional institutions may be particularly targeted for the training-of-trainer programmes in an effort to further enhance sustainability. All training material and guides should be made publicly available, which would
enable their use beyond the project timeframe – including as a basis for development of updated material by other organizations”.

To evaluate the effectiveness of the training-of-trainer under the project, the evaluator first examined the Programme of subregional workshops, and noticed that there was no designated module or session to train the participants to become trainers. This might be based on the assumption that once the participants understand the substantive topics, they should become effective trainers. Regardless, it is generally not realistic to assume that the participants could automatically become effective trainers after attending the workshop for a few days.

Taking the national training workshop in Bangladesh on 27-29 October 2015\(^25\) as an example, 3 out of 15 topics were delivered by local trainers who before attended regional or subregional training workshops under the project. However, it is also important to note that the other 12 topics were actually delivered by external experts because local experts were still not fully competent to deliver the training for all these topics.

At the time the evaluation report was written, there was still very limited evidence to show how (un)successful the training-of-trainer was under the project. Therefore, the evaluator could not draw a firm conclusion in this respect, but this issue certainly deserves to be monitored in the long term as it was treated as an important component of the project design.

**Finding 14:** The UNNExT website has been under-utilized, which weakens the dissemination of the knowledge products and training materials developed under the project

**Analysis:**

Although over 1000 participants directly attended the meetings and workshops organized under the project, a large number of government officials, customs officers, operators from industry and the private sector had no chance to physically participate in the capacity building. An important question is how they can also build their capacities. After all, the project was designed to bring benefits to national governments, industries and private sectors at large, not just to those who attended the workshops and meetings.

A possible answer is to encourage the usage of the UNNExT website because all training materials, meeting presentations and notes are available there. However, the statistical data showed that the UNNExT website was under-utilized. As shown in Figure 5, approximately half of the respondents visited UNNExT website once a month or more than once a month, whilst nearly half of

the respondents rarely visited the UNNExT website. To more effectively maximize the reach of the knowledge product and training materials, the UNNExT website certainly deserves further attention.

**Figure 5. Project evaluation survey results: how often do you visit the UNNExT website?**

Source: results from the project evaluation survey

### 4.4 Sustainability

The key questions on “Sustainability” of the project are as follows:

i. To what extent can positive outcomes resulting from the project be continued?

ii. To what extent has support from other stakeholders, UN partners, donors or other multilateral or national partners been obtained to take forward project outcomes?

**Finding 15:** Paperless trade facilitation will remain highly relevant beyond the project period at national, subregional and regional levels, which provides a fundamental basis for sustainability of the project. More importantly, once the intergovernmental agreement on paperless trade facilitation enters into force, capacity building will become an integral part of the implementation of the agreement.

**Analysis:**

The relevance of the project was comprehensively discussed in section 4.1 of this report. To highlight, the ESCAP Resolution 70/6 entitled “Implementation of the decision of the Ad Hoc Intergovernmental Meeting on a Regional Arrangement for the Facilitation of Cross-border Paperless Trade” adopted on 13 August 2014 emphasized the relevance of the project at regional level.

To be cautiously optimistic, all evidence gathered at the Meeting of the Legal Working Group of the Interim Intergovernmental Steering Group on Cross-Border Paperless Trade Facilitation
held in Bangkok on 19-21 January 2016\(^{26}\) shows that there is a fair chance that the text of the intergovernmental agreement on cross-border paperless trade facilitation may be finalized in the near future. Once the agreement enters into force, the working group created to support the implementation of the agreement can include capacity building as part of implementation of the agreement, which would add more regional mandates and could generate more resources to support capacity building.

At the subregional level, ASEAN, Eurasia Economic Union and SAARC, among others, are all active in working on cross-border paperless trade. With the rapid development of ICT and innovation, paperless trade facilitation will only be strengthened and more widely applied. This also means that trade facilitation stakeholders including policy makers, industry and private sector would continue to embrace new paperless trade facilitation measures. This also means that they would be strongly motivated to continue building their capacities in paperless trade facilitation.

**Finding 16:** The fact that the project was embedded in the broader UNNExT work means the outcomes of the project would be continuously supported by the UNNExT. This to a great extent ensures that the positive outcome of the project would continue beyond the project period.

**Analysis:**

In the immediate term, the key products and training materials delivered under the project would be continuously used by the ongoing DA9 project as training materials. Such continuation has been observed before. For instance, the trade facilitation tools related to single window and Business Process Analysis (BPA) for Trade Facilitation were developed in DA8, and were subsequently promoted by the project and UNNExT. Taking BPA as an example, over 50 import and export processes have been studied using BPA since 2009 by international organizations such as ESCAP, ECE, ADB, and their member states\(^{27}\).

The following factors should also favour the sustainability of the outcome of the project.

- An MOU was signed between UNESCAP and ITC to strengthen trade facilitation implementation in June 2015\(^{28}\).
- The UNNExT Masterclass jointly organized by ESCAP, in cooperation with the World Customs Organization and the Korea Customs Service, has been well recognized. \(^{29}\) The third


A master class will be held in 2016. Indeed, an MOU signed between ESCAP and Korea Customs service showed that the long-term commitment of Korea Customs to regional capacity development.

- ITC and UNIDO requested the project team to identify resource persons to assist conducting trade process analysis in Africa using the UNNExT trade facilitation guide. The studies were still ongoing at the time when the report was written.
- Russian Federation has also extended its trust fund to trade and paperless trade in particular and requested submission of projects (worth $500,000) for its funding consideration at the time of writing.  

Another factor that greatly supports the likely sustainability of the project is the strengthened UNNExT community (as elaborated in Section 4.3), which to a large extent ensures that the required expertise would be provided for the countries that require such assistance.

Although section 4.3 showed that the UNNExT website seemed to be under-utilized, the project team has taken actions to address this issue. At the time of writing, a more user-friendly UNNExT website was under development. The online videos on Business Process Analysis for trade facilitation are already available to further facilitate learning.

4.5 Gender

The key question on “Gender” considered in this report is essentially only one: “To what extent was gender integrated into the design and implementation of the project?”

**Finding 17:** Gender mainstreaming was not adequately addressed in the project design. Nevertheless, implementation of the project still enabled over 250 female participants to attend the workshops, and female participants rose steadily from 12% during APTFF 2012 to 33% during APTFF 2015

**Analysis:**

The project document mentioned that “Due to the critical role women play in certain sectors, gender concerns will also be addressed by focusing the sectoral case studies that may be conducted as part of training material development on sectors with high level of female participation (e.g., textile and agricultural sector). This approach is expected to be relevant in particular when developing the

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30 Source: according to discussion with the project staff
guides and training material related to SME and agricultural paperless trade systems”. This can only be regarded as a very general statement on gender issues, as it did not provide any detailed discussion on how to really encourage women participants to attend various meetings of the project, or what specific measures countries can take to bring the benefits of the project to women at large.

Nevertheless, as shown in table 6, the project enabled at least 250 female participants to attend various events, or approximately 25% of the participants. It is indeed noteworthy that the proportion of female participants rose steadily from 12% during APTFF 2012 to 33% during APTFF 2015. The project team did indicate that letters of invitations did specifically encourage balanced nominations of male and female officers when delegations of two or more officials were invited.

Table 6. Participation of women in selected events under the project

<table>
<thead>
<tr>
<th>Events</th>
<th>Total participants</th>
<th>Number of Women</th>
<th>% Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>APTFF 2015 (Wuhan, China. 20-21 October 2015)</td>
<td>240</td>
<td>78</td>
<td>33%</td>
</tr>
<tr>
<td>APTFF 2014 (Bangkok, Thailand. 24-25 September 2014)</td>
<td>248</td>
<td>74</td>
<td>30%</td>
</tr>
<tr>
<td>APTFF 2013 (Beijing, China. 10-11 September 2013)</td>
<td>242</td>
<td>45</td>
<td>19%</td>
</tr>
<tr>
<td>APTFF 2012 (Colombo, Sri Lanka. 30-31 October 2012)</td>
<td>202</td>
<td>25</td>
<td>12%</td>
</tr>
<tr>
<td>Central Asia - Workshop on Trade Facilitation and Paperless Systems for Agrifood Products (Almaty, Kazakhstan. 4-6 May 2015)</td>
<td>22</td>
<td>7</td>
<td>32%</td>
</tr>
<tr>
<td>South/South East Asia - Regional Training of Trainers Workshop on Trade Facilitation and Paperless Systems for Agrifood Products (Bangkok, Thailand. 15-17 December 2014)</td>
<td>22</td>
<td>6</td>
<td>18%</td>
</tr>
<tr>
<td>Central Asia - Workshop on Paperless Trade Facilitation for Small and Medium-Sized Enterprises (Almaty, Kazakhstan. 4-6 May 2015)</td>
<td>21</td>
<td>8</td>
<td>38%</td>
</tr>
<tr>
<td>South/South East Asia - UNNExT Workshop on Paperless Trade Facilitation for Small and Medium-sized Enterprises (Bangkok, Thailand. 2-4 February 2015)</td>
<td>17</td>
<td>7</td>
<td>41%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1014</strong></td>
<td><strong>250</strong></td>
<td><strong>25%</strong></td>
</tr>
</tbody>
</table>
5. Conclusions

This evaluation aimed to examine the operation and outputs of the project in order to determine whether it achieved its goals, in particular to what extent it contributed to building capacity and regional cooperation on trade facilitation and paperless trade. More specifically, the evaluation aimed to assess the relevance, effectiveness, efficiency, sustainability and gender mainstreaming of the project results and partnership arrangements, so that the outcome of the evaluation would support formulating recommendations for the design and implementation of future projects and desired follow-up activities to be undertaken by ESCAP and its partners.

Relevance

In terms of relevance, the evaluation found that the project was primarily designed to be “regional” and had the most relevance at the regional level. It contributed to implementation of the ESCAP Resolution 68/3 on Enabling paperless trade and the cross-border recognition of electronic data and documents for inclusive and sustainable intraregional trade facilitation, formulation and implementation of ESCAP Resolution 70/6 on Implementation of the decision of the Ad Hoc Intergovernmental Meeting on a Regional Arrangement for the Facilitation of Cross-border Paperless Trade, setting up and operation of Interim Intergovernmental Steering Group and Legal and Technical Working Groups for the negotiation. The project substantially enhanced the awareness of the policy makers and government officials on cross-border paperless trade and enabled them to be more ready for the intergovernmental negotiations.

The project was highly relevant to national policies and strategies on paperless trade facilitation in general, and paperless trade facilitation for the agricultural sector, SMEs and transit in particular. A global survey by the United Nations Regional Commissions on implementation of trade facilitation and paperless trade measures showed that 44 developed and developing economies in Asia and the Pacific surveyed were actively involved in development of paperless trade facilitation. The relevance of the project at national level was highlighted by the fact that the project team received, and positively responded to, 15 written requests from 12 project participating countries for capacity building and technical assistance in the areas of trade process analysis, paperless trade and single window and cross-border paperless trade during the implementation of the project.

The results of the project evaluation survey show that approximately 98% of the participants indicated that they had applied the knowledge and skills to their work or they would do so. Interviews with stakeholders in Bangladesh show that the capacity building under the project was instrumental for guiding the development of e-SPS and traceability in the country.
**Efficiency**

Implementation of the project was found to be highly efficient. The project was completed within the original time frame (2012-2015), although the project allotment arrived in late June 2012, which means the actual duration for the project implementation was 3.5 years, rather than 4 years as indicated in the project document. The financial implementation rate of the project amounted to as high as 96.7%. All the planned project activities and deliverables were executed and materialised. Furthermore, one additional study report on ICT and single window for transport facilitation, one additional regional forum, four additional subregional workshops and three additional sets of training materials were also delivered.

The project was engaged with over 25 partners in preparing the study reports and Guides and organizing the meetings and workshops and drew strengths of different partners: All activities except Activity A2.1 were implemented in collaboration with one or more partners; Programmes of events and guides systematically included or referred to standards and tools developed by other organizations. The external contributions to the project were substantial: the three regional trade facilitation forums delivered under the project alone received US$ 700,000 in-kind external contribution. This does not include in-kind contribution from other partners for organizing other subregional or national workshops. Such external contribution enabled more participants to receive capacity buildings and more guides and tools to be developed.

Internal management and coordination of the project between ESCAP, ECE and the various divisions involved was found to be adequate. In a broader sense, the participation and support of other communities such as Regional Network of Legal and Technical Experts on Transport Facilitation supported by Transport Division of ESCAP and UN/CEFACT supported by ECE to the project were ad-hoc. A more formalized cooperation mechanism among these communities would likely help enlarge the pool of experts in preparing the training materials and delivering capacity building topics.

**Effectiveness**

Implementation of the project was found to be highly effective. Capacities of participants of the Forums and workshops in developing and implementing paperless systems were substantially enhanced due to the project. This was evident not only by the feedback of the questionnaire survey but also the detailed information on how the participants actually enhanced their capacities and applied the knowledge and skill they acquired to their work, as detailed in Section 4.3.

The project has successfully contributed to the ongoing efforts of the countries in developing paperless trade facilitation. During the project period, new measures were implemented in breadth and depth in the countries covered by the project. The relevant work under the project and of
UNNExT and ESCAP certainly contributed to implementation of these measures, which has been well recognized by not only the individuals but also the countries, subregional and international organizations, as is evident in the project team receiving 15 requests from the member states covered by the project and 3 requests from subregional organizations for capacity building and technical assistance in paperless trade facilitation. For example, a letter from Maldives requesting for technical assistance from ESCAP on 28 March 2015 stated that “The Business Process Analysis workshop held in March and Data Harmonization Workshop held in December with UNESCAP technical support in 2014 were instrumental in bringing stakeholders on board and build institutional capacity in relevant government agencies to spearhead and fast-track work on National Single Window implementation”.

Regional communities of knowledge and practice on paperless trade including customs automation, single window, paperless systems for agricultural trade facilitation, transit transport facilitation, and SME participation in international trade were greatly strengthened by the project: the number of registered experts in the UNNExT database increased from less than 100 by the end of 2011 to 423 by the end of 2015 including 164 agricultural trade facilitation experts. Under the project, the UNNExT has been expanded from trade facilitation to trade and transport facilitation. The Advisory Groups on SME trade facilitation, Agricultural trade facilitation and Transit facilitation, which oversaw development of Guides under the project, were set up.

Certainly, there is room for improvement. First, although the training materials produced under the project were found relevant and useful, Policy Briefs seemed to be less relevant or useful according to the feedback of the project evaluation survey. Second, there was no strong evidence showing that “Training-of-Trainer” under the project was a success and its long-term impacts need to be scrutinized. Finally, the UNNExT website has been under-utilized, which may potentially undermine the dissemination of the knowledge products and training materials developed under the project.

**Sustainability**

Paperless trade facilitation will remain highly relevant beyond project period at national, subregional and regional levels, which provides a fundamental basis for sustainability of the project. More importantly, once the intergovernmental agreement on paperless trade facilitation enters into force, capacity building will be firmly underpinned by the intergovernmental arrangement. The working group created to support the implementation of the agreement can include capacity building as part of implementation of the agreement, which would add more regional mandates and could generate more resources to support capacity building.

The fact that the project was embedded in the broader UNNExT work means the outcomes of the project would be continuously supported by the UNNExT. This to a great extent ensures that the positive outcome of the project would continue beyond the project period.
Gender

Gender mainstreaming was not adequately addressed in the project design. Nevertheless, implementation of the project still enabled over 250 female participants to attend the workshops.
6. Recommendations

Based on the key findings and conclusions on relevance, efficiency, effectiveness, sustainability and gender of the project (as detailed in Chapters 4 and 5) and taking the ESCAP strategy for capacity building and concurrent issues on trade facilitation into consideration, this chapter aims to propose recommendations for design and implementation of similar projects on capacity building in trade facilitation in the future, ways to further develop the UNNExT and focused areas of work for the UNNExT/ESCAP.

6.1 For the design and implementation of capacity building projects by UNESCAP/UNNExT on trade facilitation in the future

The recommendations in this section focus on a couple of areas which the evaluator found have rooms for improvements.

**Recommendation 1:** Building partnership with national trade institutes to deliver capacity building programmes should be included in the design and implementation of projects on capacity building in the future, whenever appropriate

**Rationale:** Referring to finding 13 that “Training-of-Trainer” under the project did not seem to be a success, a possible solution is to build partnership with national institutions to carry out capacity building activities in the future. It is essential to include the modules on teaching/training principles in the future “Training-of-Trainer” activities.

**Short-term actions to be taken:**

- The Asia-Pacific Research and Training Network on Trade (ARTNeT), supported by ESCAP, comprises 41 member institutions and 20 associate members across 23 countries. It is recommended that partnership or cooperation with some selected institutes in capacity building on trade facilitation should be seriously considered in the future.
- The project team may select a few national institutes which are either members of ARTNeT or have long-term collaborations with ESCAP and discuss the possibility to include ESCAP/UNNExT training materials in the curriculums of these institutes.
- To work with training/teaching specialists to include modules on teaching/training principles in the future “Training-of-Trainer” activities whenever possible.
**Recommendation 2:** Gender mainstreaming should be more adequately addressed in the design and implementation of the future UNNExT projects

**Rationale:** Referring to the finding 17 that “Gender mainstreaming was not adequately addressed in the project design”, it is recommended that gender mainstreaming should be treated as an important component for designing and implementing any future UNNExT projects.

**Short-term actions to be taken:**

- For any future capacity building workshop, invitation letters for nominations of participants should, whenever possible, encourage gender mainstreaming and participation of women.
- Referring to the fact that Women in Logistics and Transport (WiLAT) has remained active since 2013, it is recommended that ESCAP/UNNExT should be more active to engage with such associations to further promote women participation in trade facilitation.

6.2 To further develop the UNNExT

As discussed earlier, the project design and implementation were imbedded in the broad UNNExT work. It is clear to the evaluator that the five key UNNExT areas, namely (1) Tools and guides development, (2) Capacity building (training), (3) Knowledge sharing, (4) Regional Advisory Services and (5) Research and analysis are still relevant and play an important role for regional trade facilitation and paperless trade. Therefore a general recommendation is that the UNNExT should be continuously supported by ESCAP and UNECE.

Relating to key findings of the project, the following specific recommendations are provided on further development of the UNNExT.

**Recommendation 3:** ESCAP and UNECE, as the secretariat of UNNExT, should encourage the UNNExT advisory groups to be more proactive to lead each group’s areas of work. In the meantime, the ESCAP and UNECE team should further explore the synergies and facilitate cooperation of different communities supported by them such as UNNExT, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport Facilitation.

**Rationale:** Referring to finding 11 that the regional communities of knowledge and practice on paperless trade including customs automation, single window, paperless systems for agricultural trade facilitation, transit transport facilitation, and SME participation in international trade were greatly

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strengthened by the project, the next issue for consideration is to fully engage with the communities and facilitate such communities to play a more active role for the UNNExT work. Also referring to the finding 8, contributions from different communities of experts supported by different divisions of ESCAP and UNECE (such as UNNExT, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport Facilitation) were ad-hoc, measures need to be taken to enhance coordination and explore the synergy of these communities.

**Short-term actions to be taken:**

- The current 8 UNNExT advisory groups are generally supported by the ESCAP staff and their contributions are largely on an ad-hoc basis and often led by the ESCAP staff. Consideration should be given to whether each group can be led by an expert from outside of the secretariat, so that the external experts may play a more active role in progressing the relevant work with the support of the secretariat.
- The current 8 UNNExT advisory groups have overlapping working areas (especially on Single Window). The ESCAP staff may need to discuss with the UNNExT Advisory Committee which ones may be merged or terminated, so as to ensure those that remain can continue to deliver new and useful outputs based on available time and resources.
- While increasing the number of UNNExT experts is important, consideration should also be given on how to better engage with them on identifying new project opportunities, carrying out joint research and disseminating the relevant UNNExT/ESCAP work on trade facilitation.
- The Trade, Investment and Innovation Division and Transport Division of ESCAP and UNECE need to analyze the structures and functions of UNNExT, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport Facilitation and identify opportunity for collaboration.

**Recommendation 4:** ESCAP and UNECE, as the secretariat of UNNExT, need to take measures to enhance communication strategies and maximize the outreach of UNNExT.

**Rationale:** Referring to finding 14 that UNNExT website was under-utilized and considering the UNNExT website serves as the most important means to disseminate any information and materials related to UNNExT, it is crucial to enhance the communication strategies and improve the UNNExT website. Referring to finding 10 that the Policy Briefs produced under the project were found to be less relevant or useful than other training materials, studies on how to enhance the usefulness of Policy Briefs should be carried out.
Short-term actions to be taken:

- Encourage the UNNExT communities to promote the usage of the UNNExT website.
- Continue to promote the UNNExT website through LinkedIn and other social networks.
- More actively promote the UNNExT work through partners especially the Global Facilitation Partnership for Transportation and Trade supported by the World Bank and UNCTAD’s Transport and Trade Facilitation Newsletter.
- Studies on how to enhance the usefulness and relevance of Policy Briefs should be carried out. The outcome of the studies should guide the future work in preparing the Policy Briefs.

**Recommendation 5:** ESCAP/UNNExT should apply distance education to a maximum level possible

**Rationale:** Considering that a large number of government officials, customs officers, operators from industry and private sector had no chance to physically participate in the capacity building directly, distance education approach should be utilized to a maximum level possible.

Short-term actions to be taken:

- Revamp the UNNExT website and make it more user-friendly and geared for distance education.
- Enrich the content of UNNExT website. The videos related to Business Process Analysis (BPA) for trade facilitation made a good start and similar training materials should be prepared and made available at the UNNExT website.

6.3 Focused areas of work for the UNNExT/ESCAP

**Recommendation 6:** Capacity building and awareness enhancing on paperless trade facilitation for agriculture, SMEs and transit should be continued and strengthened based on the outcome of current project

**Rationale:** Referring to **finding 10** on the usefulness of the training materials developed under the project and **finding 11** on the strengthened UNNExT communities, considering the relevant topics are still new for most developing countries in the region, it is important that future capacity building should still cover these areas. Importantly, lack of capacity is clearly more prevalent among government agencies other than Customs and Ministry of Commerce/Trade, such that efforts should preferably be targeted at such stakeholders (e.g., ministries of agriculture, food safety agencies and interior ministries). Similarly, industry and private sector related to trade facilitation had very few opportunities to attend capacity building events and their capacities also need to be built.
Short-term actions to be taken:

- The training materials on paperless trade facilitation for agricultural sector, SMEs and transit should be used in any ESCAP/UNNExT related capacity building workshops and presented at relevant meetings.
- Continue to develop new materials such as e-SPS in these sectoral areas taking advantage of the knowledge communities and partnership established, and focusing on government agencies other than Customs.
- Future capacity building on paperless trade facilitation should, whenever possible, be arranged for government agencies other than Customs and Ministry of Commerce/Trade, as well as industry and private sector related to trade facilitation.

Recommendation 7: The UNNExT should include regional pertinent issues on cross-border electronic commerce into its programme of work and aim to align its work with the possible implementation of regional agreement on paperless trade facilitation once the agreement enters into force.

Rationale: A key conclusion of the 7th Asia-Pacific Trade Facilitation Forum (the third regional forum organized under the project) revealed that there was a pressing need in the Asia-Pacific region to harness opportunities associated with cross-border e-Commerce, especially considering the opportunities created by e-Commerce to integrate SMEs in international markets. Also, considering the ESCAP work on cross-border paperless trade has laid a solid foundation (referring to finding 1) for development of cross-border e-commerce in the region, ESCAP/UNNExT should include promoting cross-border electronic commerce in its programme of work. In the meantime, UNNExT should start aligning its work more closely with the implementation of regional agreement on paperless trade facilitation.

Short-term actions to be taken:

- ESCAP and UNNExT should carry out a study to analyze opportunities and constraints for developing cross-border electronic commerce in the region and the needs for capacity building. The study should also identify the role of ESCAP/UNNExT for capacity building and promoting cross-border electronic commerce in the region.
- ESCAP and UNNExT should review the current work programme under UNNExT and start aligning its work with the possible implementation of regional agreement on paperless trade facilitation once the agreement enters into force. Thinking further, once the agreement enters into force, UNNExT should invite the governing council of the agreement to provide guidance on its programme of work.
Based on a model that UN/CEFACT has developed to describe activities under Trade Facilitation, there are three basic functions viz, ‘BUY-SHIP-PAY’ that need to be facilitated. Of these activities the project under review covered facilitation of the ‘SHIP’ aspect intensively but only covered briefly ‘BUY/PAY’ activities. In this connection, the UNNExT needs to encompass all aspects of UN/CEFACT ‘BUY-SHIP-PAY’ Model. As far as financing foreign trade is concerned, UNNExT/ESCAP may consider engaging with the experts from local commercial banks for capacity building.

Recommendation 8: The UNNExT should reflect the new global mandates, especially the WTO TFA, The United Nations Sustainable Development Goals, 2030 Development Agenda and the outcome of COP 21 to its programme of work

Rationale: The WTO trade facilitation agreement has been widely regarded as one of most important achievement in trade facilitation globally. The new United Nations Sustainable Development Goals, 2030 Development Agenda and the outcome of COP 21 would no doubt have impacts on every aspect of the work of the United Nations. Therefore it is imperative that the UNNExT should reflect the new global mandates in its programme of work.

Short-term actions to be taken:

- UNESCAP and other relevant international organizations such as WTO, UNCTAD, ADB, WCO and World Bank need to work collaboratively and coordinate efforts to assist the countries in the region, especially LDCs and LLDCs, to implement the TFA-related trade facilitation measures including capacity building.

- Research needs to be carried out to find what adjustments are required to align the relevant trade facilitation work with the new United Nations Sustainable Development Goals, 2030 Development Agenda and the outcome of COP 21.

Recommendation 9: ESCAP/UNNExT should continue to assist the countries in establishing sustainable national trade and transport facilitation monitoring mechanism, so the data for monitoring can be generated and evidence-based policy can be formulated.

Rationale: one of the key reasons why this report is able to evaluate the effectiveness of the project and uses the “theory of change” is that the baseline data and relevant data for monitoring implementation of trade facilitation and paperless trade are available. Such data need to be continued
to be collected not only for the purpose of project evaluation but also to support evidence-based policy making.

**Short-term actions to be taken:**

- It is recommended that the ESCAP team, in collaboration with partner organizations, should continue to conduct the Survey on Trade Facilitation and Paperless Trade Implementation and related monitoring efforts. In this connection, resources should be secured as early as possible.
- It is also recommended that the countries should take the ownership in collecting data for the purpose of trade facilitation monitoring. In this respect, ESCAP and ADB need to continue to implement the project on trade and transport facilitation monitoring (TTFMM) in Bangladesh, Bhutan and Nepal and support these countries to establish sustainable TTFMM.
- Relating to TTFMM, ESCAP/UNNExT should continue to provide support to national trade facilitation committees (NTFCs), so that NTFCs may lead national data collection in the long term. ESCAP/UNNExT should also support other work of NTFCs because NTFC is an important component of the WTO-TFA.
- Given the interweaving nature of TTFMM and UNCEFACT Recommendations, ESCAP should consider working with UNCEFACT/UNECE to develop a new UNCEFACT Recommendation on TTFMM.

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33 [http://www.unece.org/cefact/recommendations/rec_index.html](http://www.unece.org/cefact/recommendations/rec_index.html)
Annex

Annex 1. Evaluator - Terms of Reference

**Duties and Responsibilities**

The project "Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intraregional Trade by Implementing Paperless Trade and Transport Facilitation Systems" (1213AJ) was formally launched in July 2012. It aims to build national governments' capacity to implement paperless systems for cross-border trade and transport and support implementation of national and regional single windows, including through the expansion of a network of experts (UNNExT).

Purpose - The purpose of the review to be undertaken by an external evaluator is to examine the operation and outputs of this project in order to determine whether the project achieved its goals, in particular to what extent it contributed to building capacity and regional cooperation on trade facilitation and paperless trade. This review of the project and UNNExT outputs will be used as an input into decisions about future programming directions and modalities of operation in future TF projects, in particular to enhance the long-term sustainability of the network. Primary users of the final report will be ESCAP, UNNExT Advisory Committee members and Collaborating Institutions.

Objective - The main purpose of this evaluative review (henceforth referred to as simply "evaluation") is formative with a view to organizational learning and informing future project design and implementation. To some extent, it also seeks to assess the project results for accountability purposes. The evaluation objectives are (1) To assess the relevance, effectiveness, efficiency and sustainability of the operation of the project and the expected outcomes/objectives set out in the project document; and (2) To derive concrete detailed recommendations relating to the evaluation's findings, for improving the design and implementation of future projects.

Under the general supervision of the Chief, Trade Facilitation Unit, Trade and Investment Division and the overall supervision of the Director, Trade and Investment Division, and guided by the evaluation reference group, the consultant will therefore be required to do the following:

- With the assistance of the ESCAP/UNNExT Secretariat, to conduct this evaluation based on a systematic analysis and collection of relevant information, including preparation and implementation of email/phone survey/interview instrument(s) and on-site visits and interviews arranged in collaboration with the ESCAP/UNNExT Secretariat.
- To analyze progress of UNNExT and the project towards its objectives based on the Logical Framework and indicators listed in the project document (see Annex 1). Additionally, the consultant will design and report on additional indicators of performance to provide further insights, as appropriate.

Scope – The evaluation scope is limited to that of the project and UNNExT. The consultant evaluation will cover the five areas of work of UNNExT: Tools and Guide Development; Capacity Building; Knowledge Sharing; Advisory Services; and Research and Analysis – as described at http://www.unescap.org/unnext/ - in the context of the overall ESCAP Trade Facilitation Programme. The consultant will explore the relevance, efficiency, effectiveness and medium to long-term sustainability of the UNNExT network – A preliminary list of evaluation questions is provided in Annex 2.
Methodology - The consultant is expected to conduct this evaluation based on a systematic collection and analysis of relevant information. This will include desk review of relevant documentation, web or email survey of project stakeholders – and follow-up phone interviews as necessary, and in-country field visits to at least one country targeted for assistance by the project - enabling face-to-face interviews with key stakeholders from public and private sector. In all the deliverables, the consultant is requested to adhere to the ESCAP M&E System and Evaluation guidelines, and relevant UNEG guidelines, norms and standards. The consultant is requested to take into account gender concerns, incorporating gender-relevant indicators and making recommendations for better gender mainstreaming, within the framework of ESCAP's gender strategy.

Ultimate result of service

Outputs A: Evaluation framework and workplan

A detailed evaluation report framework and workplan based on preliminary desk review of relevant documents on UNNExT, explaining the evaluation methodology and survey/interview instruments, stakeholders participation and timelines of the evaluation. The draft framework and workplan will be presented in person by the consultant to the ESCAP Secretariat before it is finalized. Delivery Date: Within 2 weeks of signing contract

Final evaluation plan, incorporating comments on draft. Delivery Date: Within 3 weeks of signing contract.

Outputs B: Data collection from stakeholders

Implementation of email survey/phone interview instrument(s) and compilation of results; Delivery Date: 19-10 November 2014

Summary of information collected through face-to-face meetings with participants to the UNNExT Advisory Committee and other stakeholders participating in the 7th Asia-Pacific Trade Facilitation Forum; Summary of information collected through face-to-face interviews with key institutions/beneficiaries and their focal points from Bangladesh and Myanmar to review project implementation processes and impact (the list of key institutions/beneficiaries to be interviewed will be provided by the Secretariat upon the start of the contract).

Delivery Date: 19-10 November 2014

Outputs C. Evaluation report and presentation

Draft evaluation report, including detailed recommendations for follow-up projects. A tentative outline and requirements for the report are listed in Annex 4.

Delivery Date: 23 November 2015

Final evaluation report, incorporating comments on previous drafts Delivery Date: 4 December 2015

Creation of a two-page evaluation brief summing up the background, main findings, recommendations, lessons learned, and follow-up (if any), according to provided template; and present in person the key evaluation findings and recommendations to the ESCAP management and staff. Delivery Date: 10 December 2015

Documents as listed in Annex 3 will be made available to the evaluator. The report will be delivered in a written form as an MS Word attachment through email. The consultant is responsible for arranging and conducting the required face-to-face interviews, in coordination with ESCAP; such interviews will be conducted by the consultant accompanied, to the extent possible, by a staff member from ESCAP.
See more details in Annex 1-4 (attachments)  
Annex 1 - Original Logical Framework of the Project  
Annex 2 – Preliminary List of Evaluation Questions  
Annex 3- Tentative List of Documents and Resources to be Made Available to the Evaluator  
Annex 4 – Tentative Report Outline and Requirements

The performance of the consultant will be evaluated based on timeliness of delivery, the extent to which the requirements outlined in the ToR and its Annexes have been met, the overall quality of the methods used in the evaluation, the extent to which stakeholders' participation was sought in the evaluation process, the overall substantive quality of the evaluation report, the clarity, relevance and implementability of the recommendations, and their usefulness in designing follow-up projects.

Is any other department or office of the Secretariat or any other organization of the United Nations involved in similar work to the best of your knowledge?
Annex 2. Project Evaluation framework and work plan

1. Introduction

The Development Account (8th Tranche) project of the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP), - Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitating Systems hereafter referred to, as ‘the project’ in this document, obtained the services of T S A De Silva, an independent consultant in Trade Facilitation & e-Business, who was required to examine the operation and the output of the project in order to determine whether the project achieved its goals, especially the extent to which it contributed to build capacity and regional cooperation on trade facilitation (TF) and paperless trade, its relevance, efficiency and the effectiveness in achieving the goals of the project. The findings of the evaluation would be used as input for future direction and decision making for planning and programming of the project activities.

2. Background

Implementation of ‘Trade Facilitation measures’ (Simplification of International Trade Procedures), commenced in Europe in the late 1960s. The pioneers were, European Free Trade Agreement Countries (EFTA), the United Kingdom and the original six countries in the European Common Market (EU), followed by Canada and the USA. Recognizing the importance of TF, the United Nations Economic Commission for Europe (UN-ECE) launched a programme, specifically to establish standards for trade and transport documents and related data transmission. The United Nations Conference for Trade and Development (UNCTAD) followed the UN-ECE, by launching a special programme on TF, called (FALPRO) with the active participation of ‘PRO’ committees such as SITPRO in the United Kingdom, JASTPRO of Japan, BANPRO in Bangladesh, and SRILPRO in Sri Lanka. In the 1980s the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP), worked closely with the UNCTAD to encourage the countries in the ESCAP Region to adopt international best practices, in conducting international trade. The next advancement in the field of TF was the use of information and communications technologies (ICT) leading to paperless trade, for which several Western European countries, USA, Canada, and Japan gave the lead. In the ESCAP region, Singapore, Hong Kong, Republic of Korea, Malaysia, Australia and a few other countries had established themselves as leaders in adopting ICT/paperless trade that gave them a competitive edge in international markets. The majority of the countries in the ESCAP region however are yet to embrace paperless trade, rendering themselves to be uncompetitive in marketing their products and services. It has been established that nonadaptation of paperless trade hamper the development not only of individual countries but also of intra-regional trade.

Therefore the ESCAP Trade and Investment Division – Trade Facilitation Section (TID TFS) had identified the need for it to develop and implement a sustainable programme on TF and paperless trade resulting in the ESCAP officially launching in July 2012, “the project for Deepening Regional Connectivity; Strengthening Capacity of Asian Developing Countries to Increase Intraregional Trade by Implementing Paperless Trade and Transport Facilitation Systems”. One of the main targets of the current project therefore is to build national governments’ capacity to implement TF including paperless systems for cross-border trade and transport, and support implementation of national and regional single (electronic) windows (SEW). The above mentioned objectives of the ESCAP were to be achieved;

- through identification of ICT gaps (preventing the implementation or limiting the success of existing paperless trade and transport facilitation systems
- understanding how trade, transit and transport paperless trade systems can be integrated to national and regional single windows (SEW)
- developing capacity building guides and training material on how to implement paperless trade and transport systems to facilitate in particular
  - Agricultural trade,
  - Transit transport and
  - SME participation in international trade transactions
through regional forums to disseminate study results as well as allow sharing of experience among countries of the region and

by conducting regional and national workshops organized based on the capacity building guides and training material

The studies and the training material to be used in the above activities were to be developed with the support of the United Nations Network for Paperless Trade in Asia and the Pacific (UNNExT) - an expert group on TF drawn from the ESCAP region.

**Key Points**

The key points of the Evaluation of Development Account (8th Tranche)-Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitating Systems:

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>4 years (2012-2015)</td>
</tr>
<tr>
<td>Countries</td>
<td>Azerbaijan, Bhutan, Bangladesh, Cambodia, China, India, Iran (Islamic Rep of), Kazakhstan, Thailand, Turkmenistan, Uzbekistan, Viet Nam.</td>
</tr>
<tr>
<td>Executive Agency</td>
<td>United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) and United Nations Economic Commission for Europe (ECE) in collaboration with and the United Nations Conference for Trade and Development (UNCTAD)</td>
</tr>
<tr>
<td>Co-operating Agencies</td>
<td>World Bank, World Customs Organization (WCO), United Nations Development Programme (UNDP), Asia Development Bank (ADB), Association of South-East Asian Nations (ASEAN), South Asian Association for Regional Co-operation (SAARC) and Economic Co-operation Organization (ECO).</td>
</tr>
<tr>
<td>Beneficiaries</td>
<td>Ministries of Trade, Economy, Transport, and Finance, Customs Authorities, Information and Communication Technology (ICT) – related government agencies, and trade and transport related business communities, software companies, and single window and paperless trade service organizations.</td>
</tr>
<tr>
<td>Funding from Development Account</td>
<td>US$ 854,000</td>
</tr>
</tbody>
</table>

(Part Document, p. 3)

3. The Purpose of this evaluation is to;

- examine the operation of the project in order to determine whether the project achieved its goals, in particular to what extent it contributed to build capacity and regional cooperation on TF and ‘paperless trade’

- use the review of the project and UNNExT output as input into decisions on future programming directions and modalities of TF projects and

- to use the findings for long-term sustainability of the network

4. The objective

The evaluation is to be formative for organizational learning and informative for future project design and implementation and to a certain extent to assess project results for accountability purposes.

The specific objectives were to assess the relevance, effectiveness, efficiency and sustainability of the operation of the project and expected outcomes/objectives to derive recommendations relating to the findings of the evaluation to improve design and implementation of future projects.

5. The Scope

The scope of the evaluation is limited to that of the Project and UNNExT. Viz;

- Tools and Guide Development
- Capacity Building
- Knowledge Sharing
- Advisory Services
- Research and Analysis.
6. Evaluation Criteria

**Relevance**
- How was the project aligned with the relevant policies at the national/regional level?
- Has the project taken into account previous evaluation findings?
- To what extent does the project take into account and build upon the comparative advantages and ongoing activities of partner organization and agencies?
- To what extent has the project taken into account the priorities of international recommendations (such as those of the WTO and WCO)?
- To what extent do the stakeholders find the activities and results of the project useful?
- Do any changes need to be made in order to reflect potential new needs and/or priorities?

**Efficiency**
- To what extent has the project been delivered in a cost effective way?
- How was the project managed in terms of timeliness?
- To what extent did the project involve stakeholders of the evaluation topic?
- Can the objectives be met in a more efficient way?
- To what extent was a stakeholder analysis completed and utilized to ensure partnership development in the design phase of the programme/project?

**Effectiveness**
- To what extent have the planned outputs be achieved?
- To what extent were the targeted Governments involved in the planning and implementation of the project?
- To what extent do project stakeholders feel that the project was driven by the stakeholders?

**Sustainability**
- To what extent can positive outcomes resulting from the project be continued without ESCAP’s further involvement?
- To what extent are the outcomes replicable?
- To what extent has support from other stakeholders, UN partners, donors or other multilateral or national partners been obtained to take forward project outcomes?

**Gender:**
- To what extent was gender integrated into the design and implementation of the project?

7. Proposed evaluation methods and tools

7a. Document review: The documents to be review for the purpose of this evaluation were to be sourced primarily from the ESCAP evaluation manager (in process), and directly by the evaluation consultant as may be required. The key documents that need to be reviewed during the evaluation were;

a) Project document of development account (8th Tranche) Deepening regional connectivity: Strengthening capacities of Asian developing countries to increase inter-regional trade by implementing paperless trade and transport systems.

b) The programmes of APTTF, and the evaluations by participants at the end of the Forums.

c) The programmes of regional forums/sub-regional workshops and the evaluations of those events by participants at the end of those events.

d) Specific report studies, tool kits produced as a part of the project activities, and or in partnership with ADB, UNECE.

e) Studies/surveys of client satisfaction of the programmes carried out by the project.

f) Periodic evaluation reports on project activities.

g) Documents of other development partners pertaining to their working relationship with the ESCAP in particular such as their own assessments/evaluations of ESCAP capacities if those are available.

7b. Face to face discussions
During the 7th APTTF in Wuhan, China, (Oct.20 to 24, 2015)
During the 7th APTTF in Wuhan, China, (Oct.20 to 24, 2015), the evaluator will meet with participants to obtain their views on the performance of the project/UNNExT and solicit their views about the project activities in Bangladesh and Myanmar.

The evaluator will meet with relevant senior public and private sector officials involved in international trade in Bangladesh and Myanmar during the missions to those two countries during the latter part of November 2015, which are scheduled as a part of the evaluation. During these missions, the evaluator will be joined by an officer of the ESCAP TID TFS. And the ESCAP will facilitate the arrangements for these meetings. The questions to be asked during these meetings would be prepared in advance. The interviews will be semi structured, paving the way for participants to express their views freely and frankly. The aim of these meetings is to gather useful suggestions to improve future project activities through these discussions. The evaluator would also take every opportunity to obtain the views of the staff of the ESCAP secretariat on project activities, with a view to including any useful suggestions of theirs’ for further advancement of the project. Any noteworthy thoughts would be included in the evaluation report maintaining their privacy. The evaluator will also have informal discussions with interested stakeholders, as and when opportunities arise, as such discussions could result in valuable information gathering and more reflective of the recorded comments and observations (the confidentiality of and such off the record views will be fully respected).

7c. An online survey
The project had identified that one of the strategies to prompt information from the stakeholders of the project would be to conduct an online survey. In view of the limited time available for the evaluation, an online survey would be an effective means to gather information, provided there will be a good response to the questioner. A questionnaire for this purpose is being developed by experts at ESCAP TID TFS using SurveyGizmo and Word formats, separately targeting relevant public sector facilitators and selected stakeholders involved in international trade. The questionnaire will be especially targeted at persons who had participated in APTTF and other capacity building events organized by the project. Once completed, it would be submitted to UNNExT & ERG for comments before being released. The survey will include open ended questions for participants to make their observations. The survey results would be analysed through automatic data processing, followed-up by an analytical review. The progressive ideas and comments resulting from the survey will feed into the evaluation report.

Work Plan October 5th to 15th December 2015
1. Document review (Oct. 5 to 30th Nov.)
2. Draft framework and work plan (Oct 10-13)
3. Submit work plan to the project reference group (took place at ESCAP TID on Oct 14th)
4. A draft of the work plan was scheduled to be submitted to the ESCAP Secretariat by Oct.16th. The final date of delivery of it was delayed due to traveling to Wuhan-China.
5. The evaluation plan incorporating comments of the ERG was finalized and submitted on Nov.18th
6. Attend the APTTF-2015 (Wuhan, China) and conduct face-to-face meetings/interviews during the Forum /UNNExT meetings (Oct. 20-24) A summary description of this mission is in para 7.b.
7. Field visits to Myanmar and Bangladesh to conduct discussions with key stakeholders (Nov.23-28) Progressing with scheduling meetings.
8. Drafting of an on-line questionnaire (Oct.22-Nov7).
9. Conduct the online/offline survey including follow-up phone interviews as necessary (Nov.10-28)
10. Submit drafts evaluation report including recommendations for follow-up projects (aDec. 14)
11. Finalize report incorporating comments on previous drafts (Dec.17)
12. Production of a two-page evaluation brief summing up the background, main findings, recommendations, lessons learnt, and follow-up action (if any), and present in person the key evaluation findings and recommendations to the ESCAP management and staff (Dec.22)

ABREVIATIONS
ADB Asian Development Bank
APEC Asia Pacific Economic Cooperation
ASEAN Association of South East Asian Nationals
ASYCUDA Automated System for Customs Data
BANPRO Bangladesh Trade Procedures
ERG Evaluation Reference Group
ESCAP Economic and Social Commission for Asia and the Pacific
EFTA European Free Trade Agreement
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>FALPRO</td>
<td>Trade Facilitation Programme of UNCAD</td>
</tr>
<tr>
<td>FAO</td>
<td>Food and Agriculture Organization</td>
</tr>
<tr>
<td>GFP</td>
<td>Global Forum Partner</td>
</tr>
<tr>
<td>ICAO</td>
<td>International Civil Aviation Organization</td>
</tr>
<tr>
<td>ICC</td>
<td>International Chamber of Commerce</td>
</tr>
<tr>
<td>ICT</td>
<td>International Trade Centre</td>
</tr>
<tr>
<td>IMO</td>
<td>International Maritime Organization</td>
</tr>
<tr>
<td>ITC</td>
<td>Internal Trade Centre</td>
</tr>
<tr>
<td>JASTPRO</td>
<td>Japan Association for Simplification of International Trade Procedures</td>
</tr>
<tr>
<td>NSW</td>
<td>National Single Windows</td>
</tr>
<tr>
<td>OECD</td>
<td>Organisation for Economic Cooperation and Development</td>
</tr>
<tr>
<td>SAARC</td>
<td>South Asian Association for Regional Cooperation</td>
</tr>
<tr>
<td>SEW</td>
<td>Single Electronic Windows</td>
</tr>
<tr>
<td>SITPRO</td>
<td>Simplification of International Trade Procedures</td>
</tr>
<tr>
<td>SRILPRO</td>
<td>Sri Lanka Trade Procedures</td>
</tr>
<tr>
<td>TF</td>
<td>Trade Facilitation</td>
</tr>
<tr>
<td>TID, TFS</td>
<td>ESCAP Trade and Investment Division/ TF Trade Facilitation Section</td>
</tr>
<tr>
<td>UNCEFACT</td>
<td>United Nations Centre for Trade Facilitation and Electronic Business</td>
</tr>
<tr>
<td>UNCTRAL</td>
<td>United Nations Commission on International Trade Law</td>
</tr>
<tr>
<td>UNCTAD</td>
<td>United Nations Conference on Trade and Development</td>
</tr>
<tr>
<td>UN-ECE</td>
<td>United Nations Economic Commission for Europe</td>
</tr>
<tr>
<td>UNNExT</td>
<td>United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific</td>
</tr>
<tr>
<td>WCO</td>
<td>World Customs Organization</td>
</tr>
<tr>
<td>WTO</td>
<td>World Trade Organisation</td>
</tr>
</tbody>
</table>
## Annex 3. Evaluation questions, data collection and analysis

<table>
<thead>
<tr>
<th>Areas</th>
<th>Questions</th>
<th>Source for data collection</th>
<th>Method for analysis</th>
</tr>
</thead>
</table>
| **Relevance**  | How was the project aligned with the relevant policies at the national/regional level? | • Regional strategy and policy documents of member states  
• Project documents & outputs  
• Written document from the countries request for technical assistance  
• Case study | • Document review and analysis  
• Triangulation of the information from various sources |
|                | Has the project taken into account previous evaluation findings?         | • Project documents  
• Project progress report  
• Interview with the project staff | • Document review and analysis  
• Triangulation of the information from various sources |
| **Efficiency** | To what extent has the project been delivered in a cost effective way?   | • Budgets and expenditure reports  
• Meeting notes and summaries related to the project  
• Interview with the project staff and stakeholders | • Analysis of expenditure reports against the project document  
• Triangulation of the information from various sources |
|                | How was the project managed in terms of timeliness?                      | • Progress reports  
• Information on key products and events such as the date for delivery  
• Semi-structured interviews with project staff | • Comparison between initial planning and actual activities  
• Triangulation of the information from various sources |
|                | To what extent did the project take into account and build upon the comparative advantages and on-going activities of partner organization and agencies? | • Project documents  
• Interview with key stakeholders  
• participatory observation | • Document review and analysis  
• Triangulation of the information from various sources |
|                | How was the internal coordination of the project team?                    | • Interview with project staff  
• Meeting minutes | • Document analysis  
• Triangulation of the information from various sources |
| **Effectiveness** | To what extent have the planned outputs be achieved?                      | • Project evaluation survey results  
• Project documents  
• interviews  
• participatory observation  
• workshop survey  
• semi-structured interviews | • Analysis of data and information gathered  
• Triangulation of the information from various sources |
| **Sustainability** | To what extent can positive outcomes resulting from the project be continued | • legislative documents  
• Project evaluation survey results  
• Workshop survey  
• Participatory observation  
• Semi-structured interviews with area experts | • Analysis of the information and data gathered  
• Triangulation of the information from various sources |
<p>|                | To what extent has support from other stakeholders, UN partners, donors or other | • Semi-structured interviews with selected partner representatives | • Analysis of the information and data gathered |</p>
<table>
<thead>
<tr>
<th>Areas</th>
<th>Questions</th>
<th>Source for data collection</th>
<th>Method for analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>multilateral or national partners been obtained to take forward project outcomes?</td>
<td>• Participatory observation</td>
<td>• Triangulation of the information from various sources</td>
</tr>
<tr>
<td>Gender</td>
<td>To what extent was gender integrated into the design and implementation of the project?</td>
<td>• Project documents&lt;br&gt;• Actual women participants to different events under the project.</td>
<td>• Critical document review from a gender perspective</td>
</tr>
</tbody>
</table>
Annex 4. Evaluation Reference Group

1) Yann Duval  
Chief, Trade Facilitation  
Trade, Investment and Innovation Division - UNESCAP

2) Tengfei Wang  
Economic Affairs Officer  
Trade, Investment and Innovation Division - UNESCAP

3) Edgar Dante  
Programme Officer  
Evaluation Unit  
Strategy and Programme Management Division - UNESCAP

4) Rebecca Quereshi  
Associate Programme Evaluation Officer  
Evaluation Unit  
Strategy and Programme Management Division - UNESCAP

5) Markus Pikart  
Economic Affairs Officer  
Global trade Solutions Section  
Trade and Timber Division - UNECE

6) Brendan McAuley  
Economic Affairs Intern  
Trade, Investment and Innovation Division - UNESCAP
Annex 5. List of ESCAP and UNECE project staff interviewed

1) Yann Duval
Chief, Trade Facilitation Unit
Trade, Investment and Innovation Division, UNESCAP

2) Tengfei Wang
Economic Affairs Officer, Trade Facilitation Unit
Trade, Investment and Innovation Division, UNESCAP

3) Sandeep Jain
Economic Affairs Officer, Transport Facilitation and Logistics Section
Transport Division, ESCAP

4) Anne Seung Yeon Kwak
Associate Economic Affairs Officer
ICT and Disaster Risk Reduction Division, ESCAP

5) Markus Pikart
Economic Affairs Officer
Global trade Solutions Section
Trade and Timber Division, UNECE

Apart from the staff listed above, the following ESCAP staff members attended the meeting for presentation of the draft report on 22 December 2015. Their opinions and comments were also taken into consideration in finalizing the evaluation report.

6) Edgar Dante
Programme Officer
Evaluation Unit
Strategy and Programme Management Division, SCAP

7) Rebecca Quereshi
Associate Programme Evaluation Officer
Evaluation Unit
Strategy and Programme Management Division, ESCAP

8) Virginia Tanase
Chief, Transport Facilitation and Logistics Section
Transport Division, ESCAP

9) Edouard Chong
Economic Affairs Officer, Transport Facilitation and Logistics Section
Transport Division, ESCAP
Annex 6. List of documents reviewed

(Non-exhaustive list of background documents)

2. Interim project progress reports (annual)
4. All Project related meetings:
   a. Programmes
   b. List of participants;
   c. Summary of meeting that were made available
   d. Summary of end-of-workshop evaluations by participants (and associated informal written feedback);
   e. Other meeting documents released.
5. List of UNNExT members and partners; membership/partnership guidelines
6. Advisory Committee Meetings – Summary and Programme
7. Tools and Guides and Publications
   - Trade Process Analysis Database ([http://www.tpad.unnext.org](http://www.tpad.unnext.org))
   - ESCAP-World Bank Trade Cost Database ([http://artnet.unescap.org/databases.html#first](http://artnet.unescap.org/databases.html#first))
8. Policy briefs
• Electronic Traceability of Aquaculture Products: the case of Trace Verified in Vietnam. August 2015 (weblink)
• E-Port Brief, December 2014 (http://unnext.unescap.org/pub/E-PORT%20Brief%20December%202014.pdf)
• Towards Electronic TIR Customs Transit System (eTIR). September 2014. (http://unnext.unescap.org/pub/brief12.pdf)
• Insights from ESCAP’s Process Analysis Database. September 2014 (http://unnext.unescap.org/pub/brief11.pdf)
• E-Shipping Freight Brief, August 2014. (http://unnext.unescap.org/pub/E-Shipping%20Freight%20Brief%20August%202014.pdf)
• E-Logistics Brief, February 2013. (http://unnext.unescap.org/pub/E-logistics%20Brief%20February%202014.pdf)
Annex 7. Project evaluation survey

(The questionnaire was sent as an Email attachment. It was also made available online at <http://www.surveygizmo.com/s3/2456047/DA8-Project-Evaluation-Questionnaire>.)

Implementation of the United Nations Development Account 8th Tranche project on “Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems”

Introduction

A United Nations project on strengthening capacities of Asian developing countries for paperless trade and transport facilitation\(^\text{34}\) has been implemented as part of the United Nations Network for Paperless Trade and Transport in Asia and the Pacific (UNNExT)\(^\text{35}\) initiative. The project started in 2012 and will end in December 2015.

Our record shows you have participated in/benefited from at least one of the activities of the project. You are accordingly invited to complete this project evaluation questionnaire. Responses will be analysed in an aggregated manner, and the individual names of respondents will not be publicized.

This is an invaluable opportunity for you to tell us your country’s needs for capacity building and technical support with regards to trade facilitation and paperless trade and propose how ESCAP and other international organizations can assist your country in the future.

Please send the completed questionnaire to our external evaluator Mr. Shanta De Silva (shantades@gmail.com) as soon as possible, but no later than 26 November 2015.

Part 1: Information about yourself

Name (required): ____________________________
Mr./Ms.

Job Title: ____________________________

Organization: ____________________________

Email (required): ____________________________

Country of residence: ____________________________

Telephone: ____________________________

---


\(^{35}\) UNNExT is supported by UN Economic and Social Commission for Asia and the Pacific (ESCAP) and the UN Economic Commission for Europe (ECE), in collaboration with other international organizations such as ADB, UNCTAD and WCO. More information about the UNNExT is available at <http://unnext.unescap.org/>. 
Part 2: Project Activities

2.1 In which of the following project activities did you take part? *(Put an X for all that apply)*:

**Asia Pacific Trade Facilitation Forums (APTFF):**
- [ ] APTFF 2015 (Wuhan, China. 20-21 October 2015), [http://unnext.unescap.org/tfforum15.asp](http://unnext.unescap.org/tfforum15.asp);
- [ ] APTFF 2014 (Bangkok, Thailand. 24-25 September 2014), [http://unnext.unescap.org/tfforum14.asp](http://unnext.unescap.org/tfforum14.asp);
- [ ] APTFF 2013 (Beijing, China. 10-11 September 2013), [http://unnext.unescap.org/tfforum13.asp](http://unnext.unescap.org/tfforum13.asp);
- [ ] APTFF 2012 (Colombo, Sri Lanka. 30-31 October 2012), [http://unnext.unescap.org/tfforum12.asp](http://unnext.unescap.org/tfforum12.asp);

**Regional capacity building activities on Agricultural trade facilitation**

**Regional capacity building activities on trade facilitation and paperless trade for SMEs**

**Regional capacity building activities on Transit Facilitation**
- [ ] Landlocked Developing and Transit Countries - Training of Trainer’s Workshop on Paperless Transit Transport Facilitation (Incheon, Korea 30 June-1 July 2015), [http://www.unescap.org/events/training-trainers-workshop-paperless-transit-transport-facilitation](http://www.unescap.org/events/training-trainers-workshop-paperless-transit-transport-facilitation);

**Trade Process Analysis, Single Window and Cross-border paperless trade**
- [ ] Eurasian Economic Commission Training Workshop on Business Process Analysis in Foreign Trade (Moscow, Russian Federation. 23-25 September 2015), [http://www.unescap.org/events/training-workshop-business-process-analysis-foreign-trade](http://www.unescap.org/events/training-workshop-business-process-analysis-foreign-trade);
- [ ] Asia-Pacific region - Workshop on Enabling Cross-border Paperless Trade, (Bangkok, Thailand. 26 September 2014), [http://unnext.unescap.org/crossborder-trade.asp](http://unnext.unescap.org/crossborder-trade.asp);
- [ ] APTFF Capacity Building Workshop on Implementing Trade Facilitation: Perishable Goods and Single Window (26 September 2014, Bangkok, Thailand), [http://unnext.unescap.org/cbta.asp](http://unnext.unescap.org/cbta.asp);

**UNNExT Masterclasses**

**National level capacity building and technical assistance/ advisory services**


Other activities organized by UNNExT (please specify):
[ ] ______________________________ 
[ ] ______________________________ 
[ ] ______________________________

2.2. Did your participation in any of the project activities increase your capacity in developing and implementing a paperless system for trade and transport facilitation on a national or regional level? (Please mark your selection with an X, and elaborate)

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable

Please elaborate:
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

2.3. Did your participation in any of the project activities increase your capacity in the areas of:
(Please mark your selection with an X)

a) Trade facilitation and paperless trade for Agriculture & Food

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable

b) Trade facilitation and paperless trade systems for SMEs

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable

c) Paperless transit facilitation

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable

d) Trade process and procedures analysis (and improvement)

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable

e) National/Regional single window and cross-border paperless trade implementation

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No [ ] Not applicable
Part 3: Trade Facilitation Guides and Knowledge Products Related to the project

3.1. Have you/Will you utilize the following guides, knowledge products and tools developed under the project?

( Please mark your selection with an X, and elaborate)


[ ] Yes, definitely [ ] Very likely [ ] Not sure [ ] Unlikely [ ] No [ ] Not applicable


[ ] Yes, definitely [ ] Very likely [ ] Not sure [ ] Unlikely [ ] No [ ] Not applicable


[ ] Yes, definitely [ ] Very likely [ ] Not sure [ ] Unlikely [ ] No [ ] Not applicable

Trade Process Analysis Database (http://www.tpad.unnext.org)

[ ] Yes, definitely [ ] Very likely [ ] Not sure [ ] Unlikely [ ] No [ ] Not applicable

Global Survey on Trade Facilitation and Paperless Trade Implementation 2015 (http://unnext.unescap.org/UNTFSurvey2015.asp)
Please elaborate on your selection(s):
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

3.2. Please indicate whether you have applied these guides or you will do so in the future.
(Please mark your selection with an X, and elaborate)

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

UNNE\textit{X}t Data Harmonization and Modelling Guide (http://unnext.unescap.org/tools/data_harmonization.asp)
[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

UNNE\textit{X}t Guide for Design of Aligned Trade Forms (http://unnext.unescap.org/tools/atf-design.asp)
[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

ESCAP-World Bank Trade Cost Database (http://artnet.unescap.org/databases.html#first)
[ ] Yes, to a great extent [ ] Yes, to some extent [ ] No
[ ] I plan to do so in the future [ ] Not applicable

Please elaborate on your selection(s):
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
3.3. Policy Briefs developed under the project

Which of following Policy Briefs developed under the project are useful to you?

(Please mark your selection with an X)

- E-Port Brief, December 2014 (http://unnext.unescap.org/pub/E-PORT%20Brief%20December%202014.pdf)
- Insights from ESCAP’s Process Analysis Database. September 2014 (http://unnext.unescap.org/pub/brief11.pdf)
- E-Shipping Freight Brief, August 2014. (http://unnext.unescap.org/pub/E-Shipping%20Freight%20Brief%20August%202014.pdf)

Please elaborate on your selection:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

What (other) topics or country cases would you like to see covered in the Series?

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Part 4: Looking Forward: strengthening activities and development of UNNExT to further benefit the countries in the region

4.1. Your participation in the UNNExT
How often do you visit the UNNExT website (http://unnext.unescap.org)?

[ ] More than once a month  [ ] About once a month  [ ] Rarely

Have you registered on the UNNExT Online Expert Database? (http://unnext.unescap.org/expertdb.asp)

[ ] Yes  [ ] No  [ ] I will do so in the future

Have you joined the UNNExT LinkedIn Page? (https://www.linkedin.com/grps/UNNExT-4478369/about?)

[ ] Yes  [ ] No  [ ] I will do so in the future

4.2 Which priorities should UNNExT give to the following types of activities?

(Please mark your selection with an X. 5 means the highest priority, 1 means the lowest priority).

<table>
<thead>
<tr>
<th>Type of Activity</th>
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<td>Regional forums and capacity building activities</td>
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<td>Subregional capacity building workshops</td>
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<tr>
<td>National capacity building and advisory services</td>
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<tr>
<td>Tools and guides</td>
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<tr>
<td>Policy briefs</td>
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<tr>
<td>Research and analysis</td>
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<td></td>
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<tr>
<td>Support to intergovernmental agreements and negotiations</td>
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</table>

Please elaborate on your selection:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

4.3 Which areas/topics should be given priority in future UNNExT programmes?

(Please mark your selection with an X. 5 means the highest priority, 1 means the lowest priority).

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<tr>
<td>Document simplification and data harmonization</td>
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<td>Legal framework for national and regional Single Window</td>
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<td>Single Window master plan and implementation</td>
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<td>Cross-border paperless trade facilitiation</td>
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<tr>
<td>Topic</td>
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<td>Transit facilitation</td>
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<td>Trade Facilitation and paperless trade for SMEs</td>
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<td>Trade facilitation monitoring and performance indicators</td>
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Please elaborate on your selection:

___________________________________________________________________________
___________________________________________________________________________

**** End of the survey. Thank you very much ****
### Persons Interviewed in at the Asia-Pacific Trade Facilitation Forum and side events

#### List of persons interviewed in Wuhan China during 20-24 Oct. 2015

<table>
<thead>
<tr>
<th>Country</th>
<th>Institution</th>
<th>Name</th>
<th>Designation</th>
<th>email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Australian Government, Department of Foreign Affairs and Trade</td>
<td>Kanu Negi</td>
<td>Assistant Director, Office of Development Effectiveness</td>
<td><a href="mailto:kanu.negi@dfat.gov.au">kanu.negi@dfat.gov.au</a></td>
</tr>
<tr>
<td>Bhutan</td>
<td></td>
<td>Achyut Bhandari</td>
<td>Consultant, Trade &amp; Development</td>
<td><a href="mailto:bhanach@gmail.com">bhanach@gmail.com</a> / <a href="mailto:achyutbhandari@hotmail.com">achyutbhandari@hotmail.com</a></td>
</tr>
<tr>
<td>Cambodia</td>
<td>Ministry of Agriculture, Forestry and Fisheries, Department of International Coorporation</td>
<td>Lo Sokha</td>
<td>Vice Chief of Bilateral and Multilateral Coorporation Office</td>
<td><a href="mailto:sokhalo75@yahoo.com.au">sokhalo75@yahoo.com.au</a></td>
</tr>
<tr>
<td>Cambodia</td>
<td>General Directorate of Agriculture, Department of Plant Protection Sanitary and Phytosanitary</td>
<td>HengChhunHy</td>
<td>Deputy Director</td>
<td><a href="mailto:chhunhyheng@gmail.com">chhunhyheng@gmail.com</a></td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Ministry of Finance, Customs Department</td>
<td>Thanomsith Khaophibane</td>
<td>Deputy Director, Legislation Division</td>
<td><a href="mailto:laocustoms.icd@gmail.com">laocustoms.icd@gmail.com</a></td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Ministry of Agriculture and Forestry, Department of Planing and Coorporation</td>
<td>Kinnaly Phommasack</td>
<td>Deputy Director, Economic Integration Division (EID)</td>
<td><a href="mailto:kinnaly.sps@gmail.com">kinnaly.sps@gmail.com</a></td>
</tr>
<tr>
<td>Nepal</td>
<td>Supporting Participation in the South Asia Subregional Economic Coorporation Trade Facilitation Program (ADB TA-8442 NEP) for Asian Development Bank</td>
<td>SaradBickram Rana</td>
<td>Customs Procedure Expert (Consultant)</td>
<td><a href="mailto:ranasaradb@yahoo.com">ranasaradb@yahoo.com</a></td>
</tr>
<tr>
<td>Nepal</td>
<td>Saetee, South Asia Watch on Trade, Economics and Environment</td>
<td>Posh Raj Pandey</td>
<td>Executive Chairman</td>
<td><a href="mailto:posh.pandey@sawtee.org">posh.pandey@sawtee.org</a></td>
</tr>
<tr>
<td>Philippines</td>
<td>Asian Development Bank</td>
<td>Rosalind McKenzie</td>
<td>Senior Regional Cooperation Specialist, Regional Coorporation and Operations Coordination Division, South Asia Development</td>
<td><a href="mailto:rmckenzie@adb.org">rmckenzie@adb.org</a></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Field Crops Research &amp; Development Institute (Department of Agriculture)</td>
<td>Jayantha Senanayake</td>
<td>Senior Scientist</td>
<td><a href="mailto:jsenanayake@gmail.com">jsenanayake@gmail.com</a></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Sri Lanka Customs</td>
<td>Athula Lankadeva</td>
<td>Deputy Director Customs</td>
<td><a href="mailto:lankadeva@customs.gov.lk">lankadeva@customs.gov.lk</a> / <a href="mailto:lankadeva@hotmail.com">lankadeva@hotmail.com</a></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Sri Lanka Customs</td>
<td>H.M.S. Premarathna</td>
<td>Deputy Director of Customs</td>
<td><a href="mailto:suprem@slt.net.lk">suprem@slt.net.lk</a> / <a href="mailto:premarathnahms@yahoo.com">premarathnahms@yahoo.com</a></td>
</tr>
<tr>
<td>Switzerland</td>
<td>WTO, Agriculture and Commodities Division</td>
<td>Kanza Le Mentec</td>
<td>Economic Affairs Officer, Standards and Trade Development Facility (STDF)</td>
<td><a href="mailto:kenza.lementec@wto.org">kenza.lementec@wto.org</a></td>
</tr>
<tr>
<td>Switzerland</td>
<td>United Nations Economic Commission for Europe</td>
<td>Andre Sceia</td>
<td>TIR - IT Expert, Transport Division</td>
<td><a href="mailto:andre.sceia@unece.org">andre.sceia@unece.org</a></td>
</tr>
<tr>
<td>Switzerland</td>
<td>United Nations Economic Commission for Europe</td>
<td>Maria Rosaria Ceccarelli</td>
<td>Chief, UN/CEFACT Support Unit, Economic Cooperation, Trade and Land Management Division</td>
<td><a href="mailto:maria.ceccarelli@unece.org">maria.ceccarelli@unece.org</a></td>
</tr>
<tr>
<td>Thailand</td>
<td>World Customs Organization, Asia Pacific Regional Office for Capacity Building (ROCB A/P)</td>
<td>Kazunari Igarashi</td>
<td>Head</td>
<td><a href="mailto:igarashi@rocbap.org">igarashi@rocbap.org</a></td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Crown Agents</td>
<td>David Cornish</td>
<td>Trainee Consultant, Economic Growth &amp; Trade</td>
<td><a href="mailto:david.cornish@crownagents.co.uk">david.cornish@crownagents.co.uk</a></td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Crown Agents</td>
<td>Andrea Hampton</td>
<td>Senior Consultant, Economic Growth and Trade</td>
<td><a href="mailto:andrea.hampton@crownagents.co.uk">andrea.hampton@crownagents.co.uk</a></td>
</tr>
<tr>
<td>Vietnam</td>
<td>Ministry of Industry and Trade, Vietnam E-Commerce and Information Technology Agency</td>
<td>Nguyen Huu Tuan</td>
<td>Head of E-commerce Management Division</td>
<td><a href="mailto:tuannh@moit.gov.vn">tuannh@moit.gov.vn</a></td>
</tr>
</tbody>
</table>

**Persons Interviewed in Dhaka**

<table>
<thead>
<tr>
<th>Institution</th>
<th>Name</th>
<th>Designation</th>
<th>email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Commerce</td>
<td>Mohammad Kamrul Islam Chowdhury</td>
<td>Deputy Secretary</td>
<td><a href="mailto:Kamrul.ic@yahoo.com">Kamrul.ic@yahoo.com</a></td>
</tr>
<tr>
<td>Ministry of Commerce</td>
<td>Nesar Ahmed</td>
<td>Director (Joint Secretary), WTO Cell</td>
<td><a href="mailto:Ahmed.nesar@gmail.com">Ahmed.nesar@gmail.com</a></td>
</tr>
<tr>
<td>National Board of Revenue</td>
<td>Syed Mushfequr Rahman</td>
<td>First Secretary (Customs Policy &amp; ICT)</td>
<td><a href="mailto:Syed.mushfeq@customs.gov.bd">Syed.mushfeq@customs.gov.bd</a></td>
</tr>
<tr>
<td>National Board of Revenue</td>
<td>MD. Firoz Shah Alam</td>
<td>Member</td>
<td><a href="mailto:Fsa9662@gmail.com">Fsa9662@gmail.com</a></td>
</tr>
<tr>
<td>Department of Agriculture Extension</td>
<td>Kbd. Quamrun Nahar</td>
<td>Additional Deputy Director (Export) Plant Quarantine Wing</td>
<td><a href="mailto:quamrunn@yahoo.com">quamrunn@yahoo.com</a></td>
</tr>
<tr>
<td>Department of Agriculture Extension</td>
<td>Anjan Chandra Mandal</td>
<td>Additional Deputy Director (Import) Plant Quarantine Wing</td>
<td><a href="mailto:Anjanbio104@yahoo.com">Anjanbio104@yahoo.com</a></td>
</tr>
<tr>
<td>Department of Agriculture Extension</td>
<td>Md. Anwar Hossain Khan</td>
<td>Deputy Director (Export) Plant Quarantine Wing</td>
<td><a href="mailto:Anwarhk60@live.com">Anwarhk60@live.com</a></td>
</tr>
<tr>
<td>Department of Agriculture Extension</td>
<td>Md. Ahsan Ullah</td>
<td>Consultant-Pest Risk Analysis</td>
<td><a href="mailto:Aullah61@gmail.com">Aullah61@gmail.com</a></td>
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### Agriculture Extension (PRA)

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<th>Name</th>
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<tr>
<td>Bangladesh Foreign Trade Institute</td>
<td>Ali Ahmed</td>
<td>Chief Executive Officer (CEO)</td>
<td><a href="mailto:Ahmed48@gmail.com">Ahmed48@gmail.com</a></td>
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<tr>
<td>Bangladesh Foreign Trade Institute</td>
<td>Mohammad Farhad</td>
<td>Research Fellow</td>
<td><a href="mailto:farhad@bfti.org.bd">farhad@bfti.org.bd</a>, <a href="mailto:farhad_bfti@yahoo.com">farhad_bfti@yahoo.com</a></td>
</tr>
<tr>
<td>International Chamber of Commerce - Bangladesh</td>
<td>Mahbubur Rahman</td>
<td>President</td>
<td><a href="mailto:info@icecbangladesh.org.bd">info@icecbangladesh.org.bd</a>, <a href="mailto:info@etbl.org">info@etbl.org</a>, <a href="mailto:etbl@bdmail.net">etbl@bdmail.net</a></td>
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<td>International Chamber of Commerce - Bangladesh</td>
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<td>Secretary General</td>
<td><a href="mailto:arahman@icecbangladesh.org.bd">arahman@icecbangladesh.org.bd</a></td>
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<tr>
<td>Hortex Foundation, /Horticulture Export Development Foundation</td>
<td>Dr. Md. Abdul Jalil Bhuyan</td>
<td>Managing Director (Former Director General, BRRI)</td>
<td><a href="mailto:hortex@hortex.org">hortex@hortex.org</a>, <a href="mailto:maj.bhuyan54@yahoo.com">maj.bhuyan54@yahoo.com</a></td>
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<tr>
<td>Hortex Foundation, /Horticulture Export Development Foundation</td>
<td>Mitul K. Saha</td>
<td>Assistant General Manager (Supply &amp; Value Chain, Marketing, R &amp; D)</td>
<td><a href="mailto:mitulecon@gmail.com">mitulecon@gmail.com</a>, <a href="mailto:mitulsaha@hortex.org">mitulsaha@hortex.org</a></td>
</tr>
<tr>
<td>Hortex Foundation, /Horticulture Export Development Foundation</td>
<td>Mohammed Rafiquil Islam</td>
<td>AGM (Production) &amp; Project Coordinator, FAO-Food Safety Programme, Horticulture Sub-sector</td>
<td><a href="mailto:hortex@hortex.org">hortex@hortex.org</a>, <a href="mailto:mdrafiquehortex@yahoo.com">mdrafiquehortex@yahoo.com</a></td>
</tr>
<tr>
<td>International Chamber of Commerce - Bangladesh</td>
<td>Rokia Afzal Rahman</td>
<td>Vice President</td>
<td><a href="mailto:rokiarahman@hotmail.com">rokiarahman@hotmail.com</a>, <a href="mailto:arllinks@arlinks.org">arllinks@arlinks.org</a></td>
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### Customs Department

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<th>Institution</th>
<th>Name</th>
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<tbody>
<tr>
<td>Customs Department</td>
<td>Mr. Thet Naing Oo</td>
<td>Director</td>
<td><a href="mailto:Thet0340@gmail.com">Thet0340@gmail.com</a></td>
</tr>
<tr>
<td>Customs Department</td>
<td>See Nyunt Aung</td>
<td>Deputy Director</td>
<td><a href="mailto:mmcustoms.intsec@gmail.com">mmcustoms.intsec@gmail.com</a></td>
</tr>
<tr>
<td>Customs Department</td>
<td>Thinn Thinn Aye</td>
<td>Deputy Director</td>
<td><a href="mailto:mmcustoms.intsec@gmail.com">mmcustoms.intsec@gmail.com</a></td>
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<tr>
<td>Customs Department</td>
<td>Oummar Win</td>
<td>Officer</td>
<td><a href="mailto:mmcustoms.intsec@gmail.com">mmcustoms.intsec@gmail.com</a></td>
</tr>
<tr>
<td>Ministry of Industry, Central Department of Small and Medium Enterprises</td>
<td>Dr. Ei Shwesin Htun</td>
<td>Director</td>
<td><a href="mailto:Minminshawel@gmail.com">Minminshawel@gmail.com</a>, <a href="mailto:smecentre35b@gmail.com">smecentre35b@gmail.com</a></td>
</tr>
<tr>
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<td>Name</td>
<td>Position</td>
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</tr>
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</tr>
<tr>
<td>Myanmar International Freight Forwarders’ Association</td>
<td>Captain Aung Khin Myint</td>
<td>Chairman</td>
<td><a href="mailto:aungkhinmyint@gmail.com">aungkhinmyint@gmail.com</a>, <a href="mailto:miffaoffice@gmail.com">miffaoffice@gmail.com</a></td>
</tr>
<tr>
<td>Directorate of Investment and Company Administration</td>
<td>Sai Nyi Nyi Chit</td>
<td>Director General</td>
<td></td>
</tr>
<tr>
<td>Earth Group of Companies</td>
<td>Tin Mar Yi</td>
<td>Director</td>
<td><a href="mailto:tinmaryi@gmail.com">tinmaryi@gmail.com</a></td>
</tr>
<tr>
<td>Union of Myanmar Federation of Chambers of Commerce &amp; Industry (U.M.F.C.C.I.)</td>
<td>Sein Win Hlaing</td>
<td>Honorary Auditor</td>
<td><a href="mailto:umcci@mptmail.net.mm">umcci@mptmail.net.mm</a>, <a href="mailto:swhlaing06@gmail.com">swhlaing06@gmail.com</a></td>
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### Annex 9. Profiles of the respondents of the survey

**Country (of residence):**

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<th>No. of respondents</th>
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<td>Nepal</td>
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<td>Pakistan</td>
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<td>Philippines</td>
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<td>China</td>
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<td>Vanuatu</td>
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<td>Samoa</td>
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<td>Republic of Korea</td>
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<td>Sri Lanka</td>
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<td>Tajikistan</td>
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<td>Thailand</td>
<td>5</td>
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<td>Lao PDR</td>
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<td>Turkey</td>
<td>1</td>
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<td>Malaysia</td>
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<td>Uzbekistan</td>
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<td><strong>Out of the ESCAP region</strong></td>
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</tr>
<tr>
<td>Macedonia</td>
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<td></td>
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</tr>
<tr>
<td>Senegal</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USA</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Gender**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
<th>No. of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>81%</td>
<td>66</td>
</tr>
<tr>
<td>Female</td>
<td>12%</td>
<td>10</td>
</tr>
<tr>
<td>Unspecified</td>
<td>7%</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>82</strong></td>
</tr>
</tbody>
</table>
Annex 10. A sample of participants’ evaluation of capacity building events

UNNEXT workshop on

Trade Facilitation and Paperless Systems for Agrifood Products
Facilitation 4-6 May 2015, Almaty, Kazakhstan

Participants’ Evaluation – A Summary

Introduction

The objective of the workshop is to increase the awareness and capacity of key stakeholders involved in agricultural trade to implement paperless systems and other measures aimed at facilitating the trade of Agrifood products. A total of 19 persons were from related offices of Central Asian Countries participated in the training. Out of these, 13 were from Government, 3 from NGO and 2 from Private Sector. Nineteen participants filled in the evaluation questionnaires – 11 were Males and 8 were Females.

Overall Satisfaction

The overall satisfaction of the participants at the Workshop was high (94%). Out of the 18 participants who responded, more than 50% participants were ‘very highly’ satisfied.

<table>
<thead>
<tr>
<th>How would you rate your satisfaction with the programme in the following areas.</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Total Reply</th>
<th>Average</th>
<th>% high</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Generation of applicable new skills and knowledge.</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>5</td>
<td>18</td>
<td>4.00</td>
<td>72%</td>
</tr>
<tr>
<td>b. Quality of presentations.</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>18</td>
<td>4.33</td>
<td>83%</td>
</tr>
<tr>
<td>c. Interaction with presenters.</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>6</td>
<td>18</td>
<td>3.94</td>
<td>72%</td>
</tr>
<tr>
<td>d. Knowledge of the presenters/facilitators.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>9</td>
<td>18</td>
<td>4.44</td>
<td>94%</td>
</tr>
<tr>
<td>e. Helpfulness of the presenters/facilitators.</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>8</td>
<td>17</td>
<td>4.35</td>
<td>88%</td>
</tr>
<tr>
<td>f. Quality of materials (handouts).</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
<td>18</td>
<td>4.22</td>
<td>83%</td>
</tr>
<tr>
<td>g. References to national/regional experience.</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>8</td>
<td>18</td>
<td>4.17</td>
<td>78%</td>
</tr>
<tr>
<td>h. Practical exercises.</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>10</td>
<td>17</td>
<td>4.41</td>
<td>88%</td>
</tr>
<tr>
<td>i. Quality of cases and examples.</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>7</td>
<td>8</td>
<td>18</td>
<td>4.28</td>
<td>83%</td>
</tr>
<tr>
<td>j. Use of audio-visual aids.</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>5</td>
<td>17</td>
<td>4.12</td>
<td>82%</td>
</tr>
<tr>
<td>k. Logistical arrangements.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>9</td>
<td>18</td>
<td>4.44</td>
<td>94%</td>
</tr>
<tr>
<td>l. Overall satisfaction.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>10</td>
<td>18</td>
<td>4.50</td>
<td>94%</td>
</tr>
</tbody>
</table>

Moreover all participants commented that if a similar workshop/meeting was being arranged again, they will recommend it to their colleagues as they think the workshop was informative, useful and very knowledgeable.
Relevance

In term of Relevance, 63% participants said that it was their first workshop on this issue. A total of 19 respondents, only 16% strongly agreed that their knowledge of the subject matters prior to the workshop was substantial. The majority of participants (82%) indicated that the workshop was relevant to their jobs.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Total Reply</th>
<th>Average</th>
<th>% high</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Your knowledge of</td>
<td>2</td>
<td>5</td>
<td>9</td>
<td>0</td>
<td>3</td>
<td>19</td>
<td>2.85</td>
<td>16%</td>
</tr>
<tr>
<td>the subject matters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>prior to the workshop</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. How relevant was</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>12</td>
<td>17</td>
<td>4.35</td>
<td>82%</td>
</tr>
<tr>
<td>the workshop/meeting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to your job?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Moreover they had some comments below about what they hope to learn from/achieve in this workshop and list the benefits they have drawn from the workshop.

- He hoped to learn to reform process, to remove unnecessary procedure, to streamline business process. And he had learnt about time, cost, efficiency & risk factors to enhance for their Agri-trade. (replied from Trade Expert, Afghanistan)
- In this workshop, we learnt from the experience of participant country how to modernize the paperless Agrifood system and trade facilitation to smoothen the Agri trade and remove Burdens. (replied from Custom Specialist/Expert, Afghanistan)
- He hoped to learn all about BPA, its effects and difficulties in implementation. And he had learnt about the methodology in conduction BPA and other country’s experience, success stories and failures. (replied from Business Process Reengineer, Uzbekistan)
- I learnt Agrifood, Business Process Analysis, Single Window for facilitation. Role of BPA, WTO TAF.
- Recent trade facilitation measures, I have learnt current difficulties, gaps, problems in trade among CIS countries and possible ways of solution.
- He hoped to obtain new knowledge on Paperless trade. And he had received information on BPA, TF & Paperless Trade and established network with colleagues, experts. (replied from Kyrgyzstan)
- I learnt BPA, traceability system including the GS1 system & standards, WTO/TF agreement. (replied from Head of Barcode & Logistics Department, MNCCI, Mongolia)
- I learnt BPA and experience in various countries. (replied from State Senior Officer, GASI, Mongolia)
- She hoped to learn how to simplify custom declaration procedure. And she had learnt about BPA. (replied from Customs Officer, International Airport, Mongolia)

Impact

In terms of Impact, 89% of respondents stated that the Workshop achieved the objective. Eighty three percent of respondents agreed that the workshop contribute to increasing their knowledge on the topic. Moreover 72% thought that the activity increased their capacity to formulate or implement effective policies or related measures; 72% agreed that they will be able to inform/teach their colleagues on this topic. All participants (100%) stated that the meeting programme was possible impact on their work.
### Impact

<table>
<thead>
<tr>
<th>Impact</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Total Reply</th>
<th>Average</th>
<th>% high</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. To what extent was this objective achieved?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>8</td>
<td>18</td>
<td>4.33</td>
<td>89%</td>
</tr>
<tr>
<td>b. To what extent did the workshop/meeting contribute to increasing your knowledge on the topic?</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>8</td>
<td>7</td>
<td>18</td>
<td>4.22</td>
<td>83%</td>
</tr>
<tr>
<td>c. To what extent did the activity increase your capacity to formulate or implement effective policies or related measures?</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>11</td>
<td>2</td>
<td>18</td>
<td>3.83</td>
<td>72%</td>
</tr>
<tr>
<td>d. To what extent will you be able to inform/teach your colleagues on this topic?</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>9</td>
<td>4</td>
<td>18</td>
<td>3.94</td>
<td>72%</td>
</tr>
<tr>
<td>e. What is the possible impact of the programme on your work?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>8</td>
<td>18</td>
<td>4.44</td>
<td>100%</td>
</tr>
</tbody>
</table>

#### Efficiency

In terms of Efficiency, 84% of respondents stated that the structure of the workshop was well thought out but the duration of the meeting was too short.

<table>
<thead>
<tr>
<th>Efficiency</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Total Reply</th>
<th>Average</th>
<th>% high</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Structure of the workshop/meeting.</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>13</td>
<td>19</td>
<td>4.47</td>
<td>84%</td>
</tr>
<tr>
<td>b. Duration of the workshop/meeting.</td>
<td>4</td>
<td>2</td>
<td>10</td>
<td>1</td>
<td>2</td>
<td>19</td>
<td>2.74</td>
<td>16%</td>
</tr>
</tbody>
</table>

Moreover they had listed below for the sessions/topics were the most useful to them:
- Mainstreaming and Automating Procedures for Agrifood Trade.
- Cost.
- Case-Studies.
- BPA reports, UNCTAD presentations, Group discussion, Dr. Somnu presentations.
- All the sessions were very informative but the BPA session was very informative and new to me. (replied from Custom Specialist/Expert, Afghanistan)

Also they had commented for which sessions/topics were less useful to them as below.
- Supply Chain.
- BPA.
- Mainstreaming and Automating Procedures.

**Other comments and suggestions:**

1. I wish you that program continue specific grapes, almond, pomegranate.
2. Request to have BPA study on Afghanistan potential fresh and dry fruits including pomegranates, grapes, apple, watermelon, pistachio, almond & raisin etc.
3. The workshop was excellent having all the proper facility. It can be more improved by providing and giving more time for such presentation.

------- END ------
Annex 11. The planned project activities and deliverables, as well as the key contributing partners

<table>
<thead>
<tr>
<th>Planned Project Activities and Deliverables</th>
<th>Actual Deliveries</th>
<th>Partners and resources brought in</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.1 Develop and publish technical and policy briefs to draw lessons and good practices from paperless initiatives for trade and transport facilitation (12 briefs); including undertake studies that map out trade and transport facilitation systems in operation, evaluate their performance, and identify the ICT-related gaps in these systems.</td>
<td>12 briefs were prepared and uploaded to the UNNExt Website (<a href="http://unnext.unescap.org/pub/brief.asp">http://unnext.unescap.org/pub/brief.asp</a>)</td>
<td>The Policy briefs and analytical report were mainly prepared by the individual consultants. One exception was the Brief on e-TIR which was jointly prepared by ESCAP, UNECE and International Road Transport Union (IRU). Study on Integration of Transport Requirements in Single Window Environment was prepared (<a href="http://unnext.unescap.org/tools/SW_Transport.pdf">http://unnext.unescap.org/tools/SW_Transport.pdf</a>)</td>
</tr>
<tr>
<td>A1.2 Organize Regional Forums to share good practices and initiatives on paperless systems for trade and transport facilitation (2 Forums). This would be done in close collaboration with Global Facilitation Partnership for Transportation and Trade (GFP) and the Asian Development Bank.</td>
<td>The regional Forum 2012 was partially supported by the project (<a href="http://unnext.unescap.org/tfforum12.asp">http://unnext.unescap.org/tfforum12.asp</a>)</td>
<td>Key partners including ADB and local hosts of the events whose in-kind contribution amounted to US$ 700,000 (see Table 2 for details). Over 20 international, regional and subregional organizations including Asian Development Bank (ADB), Association of Southeast Asian Nations (ASEAN), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Eurasian Economic Commission (EEC), Food and Agriculture Organization of the United Nations (FAO), Greater Mekong Subregion Business Forum (GMS-BF), Greater Tumen Initiative (GTI), International Road Transport Union (IRU), International Port Community System Association (IPCSA), International Trade Centre (ITC), Oceanic Customs Organization (OCO), Organisation for Economic Co-operation and Development (OECD), Pacific Islands Trade &amp; Invest, South Asian Association for Regional Cooperation (SAARC), United Nations Center for Trade Facilitation and Electronic Business (UN/CEFACT), United Nations Commission on International Trade Law (UNCTAD), United Nations Conference on Trade and Development (UNCTAD), United Nations Development Programme (UNDP), World Bank, World Customs Organization (WCO) and World Trade Organization (WTO) brought their respective expertise to the meetings (for one example, the speaker from the WTO provided a update of the WTO-TFA status)</td>
</tr>
</tbody>
</table>

The ITS gap study is completed (<http://unnext.unescap.org/tools/ICT%20related%20gap%20studies.pdf>). Over 20 international, regional and subregional organizations including Asian Development Bank (ADB), Association of Southeast Asian Nations (ASEAN), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Eurasian Economic Commission (EEC), Food and Agriculture Organization of the United Nations (FAO), Greater Mekong Subregion Business Forum (GMS-BF), Greater Tumen Initiative (GTI), International Road Transport Union (IRU), International Port Community System Association (IPCSA), International Trade Centre (ITC), Oceanic Customs Organization (OCO), Organisation for Economic Co-operation and Development (OECD), Pacific Islands Trade & Invest, South Asian Association for Regional Cooperation (SAARC), United Nations Center for Trade Facilitation and Electronic Business (UN/CEFACT), United Nations Commission on International Trade Law (UNCTAD), United Nations Conference on Trade and Development (UNCTAD), United Nations Development Programme (UNDP), World Bank, World Customs Organization (WCO) and World Trade Organization (WTO) brought their respective expertise to the meetings (for one example, the speaker from the WTO provided a update of the WTO-TFA status).
<table>
<thead>
<tr>
<th>Planned Project Activities and Deliverables</th>
<th>Actual Deliveries</th>
<th>Partners and resources brought in</th>
</tr>
</thead>
</table>
| A 13 Organize 4 sub-regional training-of-trainer workshops (Central Asia; South/South East Asia) using the studies conducted and the training materials prepared under the project (see Main activity 2.2). | South/South East Asia - Regional Training of Trainers Workshop on Trade Facilitation and Paperless Systems for Agrifood Products (Bangkok, Thailand, 15-17 December 2014), (http://www.unescap.org/events/regional-training-trainers-workshop-trade-facilitation-paperless-systems-agrifood-products) | **World Bank:** World Bank’s experience in designing and integrating risk management systems (RMS) for agriculture and food products  
**FAO:** FAO’s expertise in geographical indication, electronic traceability and food recall systems for trade facilitation |
| | South/South East Asia - UNNExT Workshop on Paperless Trade Facilitation for Small and Medium-sized Enterprises (Bangkok, Thailand, 2-4 February 2015), (http://www.unescap.org/events/unnex -workshop-paperless-trade-facilitation-small-and-medium-sized-enterprises); | **ITC:** its experience and expertise in financing for SMEs.  
**IFC/WB:** its experience in developing access to finance for SMEs, legal framework and capacity building |
| | Central Asia - Workshop on Paperless Trade Facilitation for Small and Medium-Sized Enterprises (Almaty, Kazakhstan, 4-6 May 2015), (http://www.unescap.org/events/unnex -workshop-paperless-trade-facilitation-small-and-medium-sized-enterprises-central-asia); | **UNCTAD:** its expertise in ASYCUDA and ITC for the WTO TFA  
**Eurasian Economic Commission (EEC):** its experience in developing paperless trade and single window in EEC member states  
**GIZ:** its experience in promoting trade facilitation in Central Asia  
**Islamic Development Bank:** its work and experience in finance for agriculture and SMEs and trade facilitation in Central Asia |
| | Central Asia - Workshop on Paperless Trade Facilitation and Paperless Systems for Agrifood Products (Almaty, Kazakhstan, 4-6 May 2015), (http://www.unescap.org/events/unnex -workshop-trade-facilitation-and-paperless-systems-agrifood-products); | **Korea Paperless Trade Network (KTNET):** Korea’s experience in developing paperless trade  
**APCIT:** Its expertise in E-governance |
| | Central/East Asia: Landlocked Developing and Transit Countries - Training of Trainer’s Workshop on Paperless Transit Transport Facilitation (Incheon, Korea 30 June-1 July 2015), (http://www.unescap.org/events/trainin g-trainers-workshop-paperless-transit-transport-facilitation); | **EEC:** Its expertise in developing paperless and trade process analysis in Central Asia  
**UNECE:** Its experience on promoting development of single window  
**Economic Cooperation Organization (ECO):** Its expertise and experience in trade facilitation and paperless trade in ECO member countries. |
<p>| | Central Asia: Eurasian Economic Commission Training Workshop on Business Process Analysis in Foreign Trade (Moscow, Russian Federation. 23-25 September 2015), (<a href="http://www.unescap.org/events/trainin">http://www.unescap.org/events/trainin</a> g-workshop-business-process-analysis-foreign-trade) | <strong>UN/CEFACT:</strong> Its standard on e-Business standards |
| | Central and South-West Asia: Capacity Building Workshop on Paperless Trade for Regional Connectivity (Tehran, Islamic Republic of Iran, 16-17 December 2015) (<a href="http://www.unescap.org/events/capaci">http://www.unescap.org/events/capaci</a> ty-building-workshop-paperless-trade-regional-connectivity) | |</p>
<table>
<thead>
<tr>
<th>Planned Project Activities and Deliverables</th>
<th>Actual Deliveries</th>
<th>Partners and resources brought in</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A2.1</strong>&lt;br&gt;Launch the expanded UNNExT (i.e., United Nations Network of Experts for Paperless Trade and Transport in the Asia and the Pacific) and facilitate establishment and operation of three new Advisory Groups and related online communities in each of the following focus areas: (1) paperless systems for agricultural trade facilitation, (2) paperless transit transport, and (3) paperless trade systems for SMEs.</td>
<td>UNNExT Advisory Committee Meeting held on 25 September 2014 agreed to expand UNNExT to United Nations Network of Experts for Paperless Trade and Transport in the Asia and the Pacific but acronym “UNNExT” remains unchanged. All three advisory Groups have been set up <a href="http://unnext.unescap.org/unnext.asp">http://unnext.unescap.org/unnext.asp</a>. In addition, to respond ESCAP resolution 68/3, an advisory group on cross border paperless trade facilitation was also set up. The number of experts registered experts in the UNNExT database increased from less than 100 by the end of 2011 to 423 by the end of 2015. Also, it is useful to note that 164 agricultural trade facilitation experts are included in this database.</td>
<td><strong>business-standards-agricultural-trade</strong></td>
</tr>
<tr>
<td><strong>A2.2</strong>&lt;br&gt;Develop training materials and guides in the three focus areas identified in A2.1 (under the guidance and in consultation with the respective UNNExT Advisory Groups).</td>
<td><strong>Paperless systems for agricultural trade:</strong>&lt;br&gt;- Information Management in Agrifood Chains: Towards and Integrated Paperless Framework for Agrifood Trade Facilitation (<a href="http://unnext.unescap.org/pub/agriguide15.pdf">http://unnext.unescap.org/pub/agriguide15.pdf</a>)&lt;br&gt;- Implementing UN/CEFACT eBusiness standards in agriculture trade</td>
<td><strong>FAO:</strong> its expertise in agricultural sector and agricultural trade facilitation&lt;br&gt;<strong>UN/CEFACT:</strong> its standards in trade facilitation and agricultural trade</td>
</tr>
<tr>
<td><strong>Paperless trade systems for SMEs</strong>&lt;br&gt;- Maximizing the Benefits of the WTO Trade Facilitation Agreement for SMEs: Mainstreaming Trade Facilitation in SME Development Strategies (<a href="http://unnext.unescap.org/tools/SME_Guide.pdf">http://unnext.unescap.org/tools/SME_Guide.pdf</a>).</td>
<td><strong>ITC:</strong> its expertise in trade and trade facilitation for SMEs.</td>
<td></td>
</tr>
<tr>
<td><strong>Web-based video on Business Process Analysis for trade facilitation</strong> (<a href="https://www.youtube.com/watch?v=StYWzRv289A&amp;list=PL8bsAvmkSmhSvt154X1Xk25v3LiAcAg0W9">https://www.youtube.com/watch?v=StYWzRv289A&amp;list=PL8bsAvmkSmhSvt154X1Xk25v3LiAcAg0W9</a>)</td>
<td>Project team with support of UNNExT</td>
<td></td>
</tr>
<tr>
<td>Planned Project Activities and Deliverables</td>
<td>Actual Deliveries</td>
<td>Partners and resources brought in</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>Web-based Trade Process Analysis Database</strong> (<a href="http://www.ipad.unnex.org/">http://www.ipad.unnex.org/</a>)</td>
<td>Project team with support of UNNExT</td>
<td></td>
</tr>
<tr>
<td><strong>Global survey on trade facilitation and paperless trade implementation 2015</strong> (<a href="http://unnext.unescap.org/UNTFSurvey2015.asp">http://unnext.unescap.org/UNTFSurvey2015.asp</a>)</td>
<td>All UN regional Commissions, UNCTAD, OECD, ITC, Oceania Customs Organization (OCO) and El Sistema Económico Latinoamericano y del Caribe (SELA) contributed to data collection</td>
<td></td>
</tr>
<tr>
<td>All presentations, notes, and analytical work available at the regional forums are also part of training materials developed under the project (<a href="http://unnext.unescap.org/aptff.asp">http://unnext.unescap.org/aptff.asp</a>)</td>
<td>See all partners in organizing the regional forums</td>
<td></td>
</tr>
<tr>
<td><strong>A2.3</strong> Support national workshops with the focus on least developed or landlocked developing Asian countries (to be conducted by the training-of-trainer participants and other approved member of the communities of knowledge established under the project) and related advisory services. (see Main activity 1.3).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Annex 12. Paperless trade facilitation measures for which the countries have made the most progress in implementation from 2012 to 2015

<table>
<thead>
<tr>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
</table>
| **Azerbaijan** | - e-Government Portal was launched based on Single Window principle, uniting and providing services by various government agencies to trade community.  
- Online registration of legal entities and natural persons involved in trade has been launched by the Ministry of Taxes  
- e-Customs Payments module has been integrated to the United Automated Management System of Customs Service | | 1) Electronic/Automated Customs System, in the form of ASYCUDA World in Chittagong, Benapole, Mongla, Dhaka and ICD Kamalapur Custom Houses.  
1) working towards establishment of electronic single window system; 2) Work on automation of applying for Sanitary & Phyto-Sanitary Certificate got started |
| **Bangladesh** | - Electronic/Automated Customs System in the form of ASYCUDA World in Chittagong Custom House  
1) Electronic/Automated Customs System, in the form of ASYCUDA World in Chittagong, Benapole, Mongla, Dhaka and ICD Kamalapur Custom Houses. | | Revenue and administration management information system (RAMIS) was near completion (it was put into use at beginning of year 2015) |
| **Bhutan** | - Revenue Administration Management Information system (RAMIS) software design was under process. | Customs Automation System was developed | Initial step of implementation of Single Window; 2) electronic or online application for issuance of preferential certificate of origin has been implemented |
| **Cambodia** | | | |
| **India** | National Single Window project awarded for implementation | 1) Improvement of infrastructure at land borders and introduction of automation in a big scale at land borders  
2) Implementation of Indian Customs Single Window announced in Feb 2014;  
3) Introduction of automation and pre-arrival filing of import declaration in Customs operations at land borders (Such facilities already exist at ports, dry ports and air cargo complexes) | |
| **Kyrgyzstan** | NSW project awarded for implementation:  
Industrial launch of the SWIS is expected in 2013 | 1) Electronic/automated Customs System  
2) Electronic Single Window System  
3) Electronic submission of Customs declarations; 4) Electronic Application and Issuance of Trade Licenses  
5) Electronic Application and Issuance of Preferential Certificate of Origin | 1) The prototype of National Single Window has been developed and tested. The pilot will be run in early 2016.  
2) Lao Customs has launched the e-payment system by signing the MOU with the Commercial Bank this year.  
The system is called Smart Tax in which the traders can pay import duties and taxes through the bank |
| **Lao PDR** | | 1) Set up SPS/TBT Notifications and Enquiry Points  
2) Launch Lao Trade Portal www.laotradeportal.org and update new trade (in goods) affecting regulations regularly  
3) Set up inter-ministerial coordination (4) implementation of the ASYCUDA electronic customs declaration | |

83
<table>
<thead>
<tr>
<th>Country</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maldives</td>
<td></td>
<td></td>
<td>1) Electronic submission of Customs declarations</td>
<td>2) E-Payment of Customs Duties and Fees 3) E-gate pass portal for release of controlled goods established</td>
</tr>
<tr>
<td>Mongolia</td>
<td>NSW procurement process ongoing</td>
<td>Development of E-Customs</td>
<td>The national window was being developed</td>
<td></td>
</tr>
<tr>
<td>Myanmar</td>
<td>NSW project awarded for implementation</td>
<td>Development of E-Customs</td>
<td>As for the pilot project of National Single Window System, Department of Customs is establishing the Myanmar Automated cargo Clearance System with the Technical assistance of JICA.</td>
<td></td>
</tr>
<tr>
<td>Nepal</td>
<td>Development of E-Customs</td>
<td></td>
<td>1) Under the WB Technical Assistance for Preparation of a Nepal National Single Window and Trade Information Portal a preparatory study has been conducted on National Single Window has been competed and full project is to be implemented soon. 2) Transit simplification procedure with India has been agreed 3) New sea port for import and export has been agreed with India.</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>- Introduction of ASYCUDA WORLD -Paperless Customs clearance for export cargo -electronic submission of Customs declarations, manifests -ePayment of Customs duties/taxes</td>
<td>Development of E-Customs</td>
<td>International expert under SASEC sub regional project no. 5 is studying feasibility of electronic data exchange</td>
<td></td>
</tr>
<tr>
<td>Tajikistan</td>
<td>Development of E-Customs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thailand</td>
<td>National Single Window was Operational</td>
<td>Development of SPS certificate exchange with other countries. Further development of National Single window</td>
<td>1) Development of next phase of national single window, 2) improvement of online shopping and electronic commerce</td>
<td></td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>Development of E-Customs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Viet Nam</td>
<td>National Single Window procurement process (Request for Proposal(RFP)/tender) on-going</td>
<td>Development of -National Single Window - Viet Nam Automated Cargo Clearance System -VNACCS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: this table only highlights the trade facilitation and paperless measures that most progress was made during the implementation. It does not indicate the status of implementation.

Annex 13. Costs, time and documents required for import and export of the countries covered by the project

<table>
<thead>
<tr>
<th>country</th>
<th>Year</th>
<th>Documents to export (number)</th>
<th>Time to export (days)</th>
<th>Cost to export (deflated US$ per container)</th>
<th>Documents to import (number)</th>
<th>Time to import (days)</th>
<th>Cost to import (deflated US$ per container)</th>
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</thead>
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<td>2014</td>
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<td>28</td>
<td>3,576.10</td>
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<td>25</td>
<td>3,596.30</td>
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<td>29</td>
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<td>9</td>
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<td>37</td>
<td>3,389.20</td>
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<td>9</td>
<td>38</td>
<td>2,577</td>
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<td>8</td>
<td>22</td>
<td>798</td>
<td>9</td>
<td>26</td>
<td>950.7</td>
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<td>9</td>
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<td>21</td>
<td>596.3</td>
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<td>650</td>
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<td>2014</td>
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<td>21</td>
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<td>3,088.50</td>
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<td>25</td>
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<td>27</td>
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<td>2,548.40</td>
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<td>7</td>
<td>21</td>
<td>793.7</td>
<td>7</td>
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<td>20</td>
<td>635</td>
<td>7</td>
<td>17</td>
<td>773.8</td>
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<td>2014</td>
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<td>9,026.50</td>
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<td>72</td>
<td>10,696.20</td>
</tr>
<tr>
<td>Thailand</td>
<td>2011</td>
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<td>14</td>
<td>695.8</td>
<td>5</td>
<td>13</td>
<td>885</td>
</tr>
<tr>
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<td>2014</td>
<td>5</td>
<td>14</td>
<td>604.9</td>
<td>5</td>
<td>13</td>
<td>772.6</td>
</tr>
<tr>
<td>Country</td>
<td>Year</td>
<td>Documents to export (number)</td>
<td>Time to export (days)</td>
<td>Cost to export (deflated US$ per container)</td>
<td>Documents to import (number)</td>
<td>Time to import (days)</td>
<td>Cost to import (deflated US$ per container)</td>
</tr>
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<td>---------------------------------------------</td>
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<td>---------------------------------------------</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>2011</td>
<td>13</td>
<td>70</td>
<td>7,720.10</td>
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<td>105</td>
<td>8,588.50</td>
</tr>
<tr>
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<td>5,457.90</td>
<td>14</td>
<td>108</td>
<td>6,104.60</td>
</tr>
<tr>
<td>Viet Nam</td>
<td>2011</td>
<td>5</td>
<td>22</td>
<td>876.5</td>
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<td>21</td>
<td>1,018.60</td>
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<td>2014</td>
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<td>21</td>
<td>639</td>
<td>8</td>
<td>21</td>
<td>628.6</td>
</tr>
</tbody>
</table>

*Note:* All Doing Business 2015 rankings have been recalculated to reflect changes to the methodology and revisions of data due to new information. Accordingly, like-for-like comparison was made from 2011-2014.
Annex I. Management Response and Follow-up Action Plan

<table>
<thead>
<tr>
<th>Title of Evaluation</th>
<th>Deepening Regional Connectivity: Strengthening Capacities of Asian Developing Countries to Increase Intra-regional Trade by Implementing Paperless Trade and Transport Facilitation Systems</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Shamshad Akhtar Executive Secretary ESCAP</td>
<td></td>
<td></td>
<td>15 June 2016</td>
</tr>
<tr>
<td>Ms. Susan Stone Director, Trade, Investment and Innovation Division</td>
<td></td>
<td></td>
<td>10 June 2016</td>
</tr>
<tr>
<td>Mr. Adnan Aliani Director, Strategy and Programme Management Division</td>
<td></td>
<td></td>
<td>17/06/16</td>
</tr>
</tbody>
</table>

General Remarks by Management

Management welcomed the overall positive assessment of the relevance, efficiency and effectiveness of the project based on evaluative evidences which included, among others, the result of a global survey by the UN regional commissions, indicating that at least 44 member States in Asia and the Pacific had made significant progress in developing paperless trade facilitation with support from ESCAP, and official requests from 12 project participating countries to ESCAP for capacity building and technical assistance on trade facilitation. In terms of sustainability, management noted with satisfaction the conclusion that project activities are likely to continue through the work of the United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific (UNNExT) supported by ESCAP.

Furthermore, management wished to highlight the valuable contribution of the project to the implementation of resolutions 68/3 and 70/6 on the development of a regional arrangement for the facilitation of cross-border paperless trade and the formulation of the Framework Agreement on Facilitation of Cross-border Paperless Trade in Asia and the Pacific, which was adopted by member States at the 72nd session of the Commission in May 2016 through the Resolution 72/4.
In general, management found the recommendations clear, relevant and result-oriented, and appreciated the suggested areas for improvement, including mainstreaming gender in project design and activities, improving the effectiveness of “training of trainers”, enhancing communication and dissemination of the work of UNNExT for greater visibility and impact, improving the use of distance learning for training activities, and strengthening coordination among different trade and transport facilitation communities. Management supported these recommendations and identified concrete follow-up actions as outlined below to address them.

<table>
<thead>
<tr>
<th>Report Recommendation</th>
<th>Management Response</th>
<th>Follow-up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation 1:</strong> Building partnership with national trade institutes to deliver capacity building programmes should be included in the design and implementation of projects on capacity building in the future, whenever appropriate.</td>
<td>Management generally agrees with this recommendation. Indeed, a solid foundation for collaboration with national institutes has been established through the Asia-Pacific Research and Training Network on Trade (ARTNeT) which comprises 41 member institutions and 20 associate members across 23 countries.</td>
<td>ESCAP/UNNExT will work with up to five national institutes which are either members of ARTNeT or have long-term collaborations with ESCAP to incorporate the ESCAP/UNNExT training materials in the curriculums of these institutes.</td>
</tr>
<tr>
<td><strong>Recommendation 2:</strong> Gender mainstreaming should be more adequately addressed in the design and implementation of future UNNExT projects.</td>
<td>Management generally agrees with this Recommendation but would like to point out that, as observed by the evaluator, actions were taken by the project team to encourage the female participants to attend the regional trade facilitation forums during the implementation of the project. As a result, female participants of the regional forums rose steadily from 12% in 2012 to 33% in 2015. It is also important to note that, as of 31 March 2016, all staff members involved in implementing the project from the substantive Divisions of ESCAP have passed the training courses titled “I Know Gender: An Introduction to Gender Equality for UN staff”, developed by UN Women. This means that the staff members are better equipped to integrate gender mainstreaming in project design and implementation in the future.</td>
<td>ESCAP/UNNExT will seek advice from the ESCAP Gender Focal Points and the Gender Equality and Women’s Empowerment Section on integrating gender mainstreaming in its projects on trade facilitation. ESCAP/UNNExT will continue to promote women’s participation in its key activities, including inviting representatives from Women in Logistics and Transport (WiLAT) or similar associations, whenever appropriate, to attend the events organized by UNNExT.</td>
</tr>
<tr>
<td>Recommendation 3:</td>
<td>Management agrees with these recommendations, noting that in general, the ESCAP and UNECE secretariats, drawing from their respective strengths and networks, have provided strong support to lead the development of UNNExT during the infant stage of UNNExT. Now, given that UNNExT is maturing, it is timely to ask the UNNExT experts to play a more active role in leading some activities and initiatives.</td>
<td>ESCAP/UNNExT will discuss possible new working arrangements in UNNExT at the UNNExT Advisory Committee meeting to be held in 2017, with a view to empowering members and improving synergies with other communities. ESCAP and ECE will hold meetings to discuss how to promote coordination and cooperation of UNNExT, UN/CEFACT, and the Regional Network of Legal and Technical Experts on Transport Facilitation.</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ESCAP and UNECE, as the secretariat of UNNExT, should encourage the UNNExT advisory groups to be more proactive to lead each group's areas of work. In the meantime, the ESCAP and UNECE team should further explore the synergies and facilitate cooperation of different communities supported by them such as UNNExT, UN/CEFACT and the Regional Network of Legal and Technical Experts on Transport Facilitation.</td>
<td>Management generally agrees with this Recommendation while noting that since its establishment in 2009, UNNExT has been increasingly recognized by trade facilitation stakeholders from not only Asia-Pacific region but also from other regions in the world. For instance, the UNNExT Business Process Analysis Guide to Simplify Trade Procedures is being applied in six African countries, with support of International Trade Centre (ITC) and UNIDO.</td>
<td>ESCAP/UNNExT is revamping the UNNExT website based on latest web technology with a view to enhancing visibility, accessibility and content.</td>
</tr>
<tr>
<td>Recommendation 4:</td>
<td>Regarding the UNNExT policy briefs, Management would like to note that different audiences have different or specific working area(s) while the policy briefs cover a very broad range of topics, so it can be expected that some audiences may find some briefs less relevant.</td>
<td></td>
</tr>
<tr>
<td>ESCAP and UNECE, as the secretariat of UNNExT, need to take measures to enhance communication strategies and maximize the outreach of UNNExT.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation 5: ESCAP/UNNExT should apply distance education to a maximum level possible</td>
<td>Management agrees with this recommendation, noting that ESCAP/UNNExT has taken actions to promote distance education. Apart from the efforts for revamping the UNNExT website, a set of online capacity building videos have been prepared and are available (<a href="http://www.unescap.org/our-work/trade-investment/trade-facilitation/bpa-course">http://www.unescap.org/our-work/trade-investment/trade-facilitation/bpa-course</a>).</td>
<td>ESCAP/UNNExT will organise the first online course on business process analysis for the simplification of trade procedures in 2016.</td>
</tr>
<tr>
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</tr>
<tr>
<td>Recommendation 6: Capacity building and awareness enhancing on paperless trade facilitation for agriculture, SMEs and transit should be continued and strengthened based on the outcome of current project.</td>
<td>Management agrees with this recommendation while noting that an ongoing 9th Tranche Development Account project titled “Strengthening the capacity of transitional and developing economies to participate in cross-border agricultural food supply chains” is being implemented by ECE and ESCAP, which will continue to address issues on paperless trade facilitation for agriculture and SMEs.</td>
<td>ESCAP/UNNExT will implement capacity building activities under the 9th Tranche Development Account project titled “Strengthening the capacity of transitional and developing economies to participate in cross-border agricultural food supply chains”.</td>
</tr>
<tr>
<td>Recommendation 7: The UNNExT should include regional pertinent issues on cross-border electronic commerce into its programme of work and aim to align its work with the possible implementation of regional agreement on paperless trade facilitation once the agreement enters into force.</td>
<td>Management agrees with this recommendation. Indeed, as an important step in implementing the Commission resolutions 68/3 and 70/6, the second meeting of the Interim Intergovernmental Steering Group on Cross-Border Paperless Trade Facilitation held in Bangkok on 23-25 March 2016, with the participation of 31 member States, finalized the text of the Framework Agreement on Facilitation of Cross-border Paperless Trade in Asia and the Pacific. Subsequently, an ESCAP Resolution (72/4) was adopted at the seventy-second session of the Economic and Social Commission for Asia and the Pacific held from 15-19 May 2016, which recommends the ESCAP member states to adopt the Agreement and invites all ESCAP members to become parties to the agreement. ESCAP/UNNExT will continue to implement the ESCAP Commission Resolution 72/4 and support the countries to ratify the Framework Agreement on Facilitation of Cross-border Paperless Trade in Asia and the Pacific.</td>
<td>ESCAP/UNNExT will carry out a study to analyse opportunities and constraints for developing cross-border electronic commerce in the region and the needs for capacity building, as well as possible roles that ESCAP/UNNExT will play for promoting cross-border electronic commerce in the region.</td>
</tr>
</tbody>
</table>
**Recommendation 8:**
The UNNExT should reflect the new global mandates, especially the WTO TFA, The United Nations Sustainable Development Goals, 2030 Development Agenda and the outcome of COP 21 to its programme of work.

Management agrees with this recommendation, noting that ESCAP/UNNExT has organized or contributed to at least 5 workshops or events on WTO TFA since 2012 when the implementation of this DA project started. ESCAP/UNNExT will, subject to availability of essential resources, continue to support the countries in the region, especially LDCs, LLDCs and SIDS, to implement the TFA-related trade facilitation measures including capacity building.

ESCAP/UNNExT will carry out studies on how trade facilitation is addressed in United Nations Sustainable Development Goals, 2030 Development Agenda and the outcome of COP 21 and its implication for the work of ESCAP/UNNExT.

**Recommendation 9:**
ESCAP/UNNExT should continue to assist the countries in establishing sustainable national trade and transport facilitation monitoring mechanism, so the data for monitoring can be generated and evidence-based policy can be formulated.

Management agrees with this recommendation, noting that ESCAP and ADB have been supporting Bangladesh, Bhutan and Nepal to carry out the baseline studies on trade and transport facilitation monitoring mechanism (TTFMM) since 2015. It is expected that the TTFMM baseline studies in these countries will be completed in 2016.

It is also important to note that according to the short-term action plan recommended by the evaluator that “Given the interweaving nature of TTFMM and UNCEFACT Recommendations, ESCAP should consider working with UNCEFACT/UNECE to develop a new UNCEFACT Recommendation on TTFMM”. As an important step to develop a UNCEFACT Recommendation on TTFMM, the ESCAP team, through video conferences, attended the UNCEFACT Mini-Conference on Trade and Transport Facilitation Monitoring Mechanisms (TTFMM) on 25 April 2016 and the 27th UNCAFACT Forum held in Geneva on 25-29 April, and delivered two presentations on TTFMM.

ESCAP/UNNExT will continue to work collaboratively with UNCEFACT/UNECE to develop a UNCEFACT Recommendation on TTFMM.