



WCO Asia Pacific Regional Office for Capacity Building

# Annual Report 2017/2018

# ROCB A/P Annual Report 2017/18

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## *Executive Summary*

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This Annual Report covers the activities conducted by the Asia Pacific Regional Office for Capacity Building (ROCB A/P) from 1 July 2017 to 30 June 2018, - i.e. fiscal year 2017/18. During the fiscal year 2017/18, the ROCB A/P arranged 15 regional/sub-regional workshops, including 4 accreditation workshops. In addition, upon the requests from the WCO Secretariat, the ROCB A/P represented the WCO to numerous national and regional conferences to raise the profile of the tasks undertaken by the WCO and foster close collaborative ties with our development partners.

The ROCB A/P's activities are planned and conducted in accordance with its Annual Work Plan, which is developed at the beginning of each fiscal year in close consultation with the Regional Vice Chair and the WCO Secretariat. The Annual Plan embraces a series of activities under the below 4 key pillars.

### ***Pillar I: Support the Implementation of WCO Conventions, Instruments and Tools***

The WCO has developed a series of international conventions, instruments and tools and introduced several programs and initiatives that are designed to significantly enhance effectiveness of Customs operations. To facilitate regional Member administrations to adopt and implement those international standards, the ROCB A/P arranged relevant regional/national capacity building activities in the A/P region in 2017/18 as outlined below:

#### **Revenue Package and Trade Facilitation**

- WCO A/P Regional Workshop on the WTO Trade Facilitation Agreement (Nov. 2017 in Japan)
- WCO A/P Regional Workshop on Accreditation of Mercator Program Advisors (Jan. 2018 in Fiji)
- WCO A/P Regional Workshop on Capacity Building of Customs Laboratories (Apr. 2018 in Korea)
- WCO National Workshop on Customs Laboratory for Cambodia (May 2018)

#### **Compliance and Enforcement Package (CEP)**

- WCO A/P Regional Workshop on Compliance and Enforcement Package (CEP) (Jun. 2018 in Japan)

#### **Commodity Classification and Advance Ruling**

- WCO National Workshop on Harmonized System and Advance Ruling for Mongolia (Jul. 2017)
- WCO National Workshop on Harmonized System and Advance Ruling for Laos (Nov. 2017)
- WCO A/P Regional Workshop on Accreditation of Harmonized System Experts (Feb. 2018 in Japan)

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## **Rules of Origin**

- WCO A/P Regional Workshop on Accreditation of Experts of Rules of origin (Jan. 2018 in Korea)

## **Customs Valuation**

- WCO National Workshop on Customs valuation for Mongolia (Aug. 2017)
- WCO National Workshop on Customs Valuation for Indonesia (Oct. 2017)

## **Post Clearance Audit (PCA)**

- WCO National Workshop on PCA for Malaysia (Mar. 2018)
- WCO National Workshop on PCA for Iran (Apr. 2018)
- WCO National Workshop on PCA for Bhutan (Jun. 2018)

## **Time Release Study (TRS)**

- WCO National Workshop on TRS for Maldives (Nov. 2017)
- WCO National Workshop on TRS for Myanmar (Apr. 2018)
- WCO National Workshop on TRS for Vanuatu (Apr. 2018)

## **Coordinated Border Management**

- WCO National Workshop on Coordinated Border Management for Samoa (Mar. 2018)

## **Authorized Economic Operator (AEO)**

- WCO A/P Regional Workshop on AEO and Mutual Recognition Agreements/Arrangements (Feb. 2018 in Korea)
- WCO National Workshop on AEO for Sri Lanka (Jan. 2018)
- WCO Joint National Workshop on AEO and SAFE for Papua New Guinea, Samoa and Tonga (May 2018 in Papua New Guinea)

## **Security Program**

- WCO A/P Regional Workshop on Small Arms and Light Weapons (SALW) (Jul. 2017 in Australia)
- WCO A/P Regional Workshop on Anti-money Laundering and Terrorism Financing (May 2018 in Australia)
- WCO National Workshop on Passenger Control for Lao PDR (Sep. 2017)

## **Risk Management (RM)**

- WCO A/P Regional Workshop on Risk Management and Post Seizure Analysis (Dec. 2017 in Japan)
- WCO National Workshop on Risk Management for Nepal (Nov. 2017)
- WCO National Workshop on Risk Management for Indonesia (Nov. 2017)
- WCO National Workshop on Risk Management for Bhutan (Nov. 2017)

## **Intellectual Property Right (IPR)**

- WCO National Workshop on Combating Counterfeiting and Piracy for Indonesia (Sep. 2018)
- WCO National Workshop on Combating Counterfeiting and Piracy Seminar for

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Cambodia (Dec. 2017)

- WCO Sub-Regional Workshop on Combating Counterfeiting and Piracy for the Pacific (Dec. 2017 in Fiji)
- WCO National Workshop on IPR for Vietnam (Jan. 2018)

## **Information Technology (IT)**

- WCO A/P Regional Workshop on Cyber Investigation and Digital Forensics (Nov. 2018 in Hong Kong, China)
- WCO A/P Regional Workshop on Accreditation of Single Window Experts (Apr. 2018 in China)

## **Environment**

- WCO A/P Regional Workshop on Environmental Goods (Apr. 2018 in China)

## **Human Resource Development (HRD)**

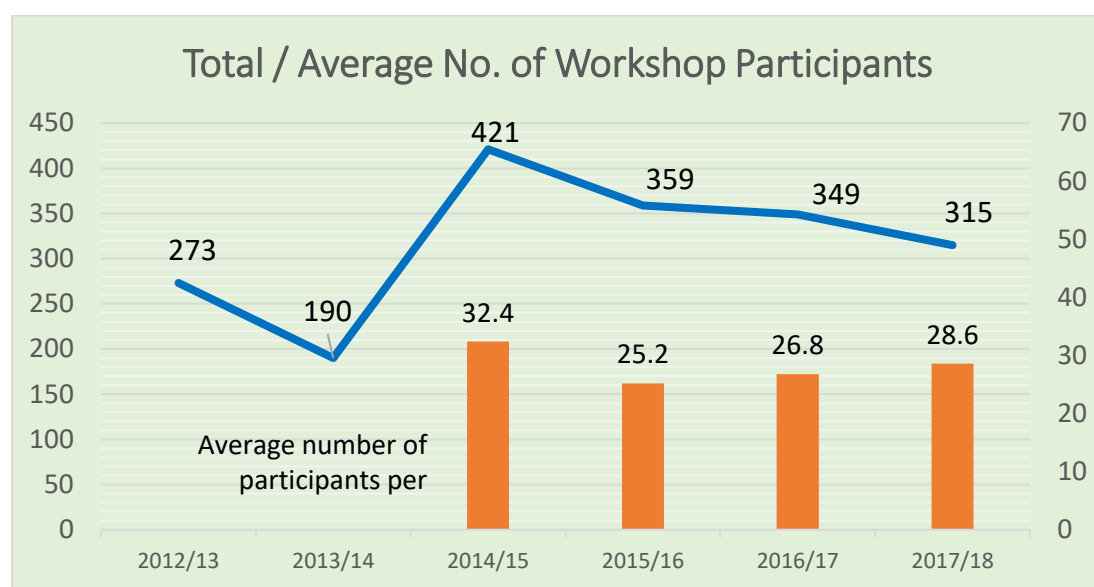
- WCO A/P Regional Workshop on Human Resource Development (Apr. 2018 in Vietnam)
- WCO A/P Regional Workshop on Accreditation of Mercator Program Advisors (Jan. 2018 in Fiji)
- WCO National Workshop on Human Resource Development for Fiji (Aug. 2018)

## ***Participation to the Regional/Sub-Regional Workshops***

The objectives of the above-mentioned WCO workshops, especially regional workshops, include the provision of platforms for the regional Member Customs administrations to introduce newly developed WCO instruments and tools as well as to share their good practices in various Customs operations with a view to assisting the Member administrations' continued reform and modernization to meet various challenges of the day. Accordingly, one of the key performance indicators for the ROCB A/P's undertaking is the number of participants attending these Regional/Sub-Regional workshops.

Because the participation to the Regional Workshops on Experts Accreditation is not open to everybody, but it is only for the successful candidates, who were screened and recognized their professional potentials, the number of participants to these 4 Accreditation Workshops organized in 2017/18 is not counted for the purpose of this statistics. Our statistics shows that 315 officials took part in the 11 Regional/Sub-Regional workshops by the ROCB A/P in 2017/18. Given that in 2016/17, the ROCB A/P arranged 15 Regional/Sub-Regional workshops, the aggregated number of workshop participants naturally declined with 11 Regional/Sub-Regional workshops. However, the average number of participants to the respective Regional/Sub-Regional workshops in 2017/18 has increased by approximately 2 persons, from 26.8 participants per workshop in 2016/17 to 28.6 participants per workshop (see below Diagram 1). Presumably, this increase may attribute to the fact that the themes of these Regional/Sub-Regional workshops were quite relevant to the Member Customs administrations' needs and concerns.

**Diagram 1: The Number of participants to the A/P Regional/Sub-Regional workshops**



The ROCB A/P expresses its sincere appreciation to the WCO Secretariat, Regional Vice-Chair (Fiji Revenue and Customs Service), Regional Training Centers (RTCs), accredited Customs experts (ACEs), regional Directors General, development partners (DPs), our gracious host administration (i.e. Thai Customs Department) and, of course, workshop and conference participants for their insightful guidance, professional advice and contributions, as well as active participation, cooperation and dedication to the capacity building assistance programs, which the ROCB A/P has arranged in 2017/18. Without their continued support, the ROCB A/P alone cannot fulfill the entrusted tasks and responsibilities.

## ***Workshop evaluation and impacts***

It is quite important to take a good stock of the respective Member Customs administrations' needs and design the programs to accommodate their needs and provide new food-for-thoughts in order to optimize the effects of these limited opportunity. In order to capture the participants' candid views on the programs, the ROCB A/P conducts the Workshop Evaluation by circulating a survey sheet at the very last session of the workshop. Out of 5 full point, the average rate of the 11 Regional/Sub-Regional workshops in 2017/18 was 4.76, which is better than the previous years, such as 4.72 in 2016/17 and 4.61 in 2015/16. The ROCB A/P is going to make effort and good analyses of the Members' needs so that the satisfaction rate may remain high.

Further, with a view to obtaining a better snapshot of our efforts, especially the benefits accrued from the Regional/Sub-Regional workshops, the ROCB A/P conducts its Regional Workshop Follow-Up Actions Survey approximately 6 months after the respective Regional/Sub-Regional workshops have been organized. The ROCB A/P firmly believes that this survey and feedback provides Members administrations with abundant information and encouragement for continued reform and modernization, by way of showcasing more successful stories. The Follow-Up surveys on



the regional/national workshops in 2017/18 is currently underway and the results will be compiled sometime in February 2019. Summary of the Follow-Up Survey on the Regional Workshop in 2016/17 is included in this Annual Report.

## ***Mobilization of the WCO Accredited Customs Experts (ACEs)***

Use of the region's expertise is one of the essential elements to foster collective efforts and mutual assistance among the regional Members to continue Customs reform and modernization. Because of collaborative efforts exerted by the WCO, ROCB A/P and regional Member administrations, the Region has added and maintained a pool of WCO accredited experts who actively contribute to regional capacity building as resource persons. There are six categories of accredited experts under the WCO scheme, namely, Diagnostic Facilitators, Customs Modernization Advisors, Mercator Program Advisors, Technical and Operational Advisors, Expert Trainers and Leadership and Management Development Advisors. The list of contributions made by the WCO accredited experts (fully accredited experts only) is shown below (Diagram 2).

**Diagram 2 – List of workshops conducted in cooperation with the Accredited Experts**

<b>Regional Workshops to which ACEs were mobilized in 2017/2018</b>	<b>ACEs from:</b>
WCO A/P Regional Workshop on the WTO Trade Facilitation Agreement (TFA)	ROCB (Japan) 1
WCO A/P Regional Workshop on Risk Management and Post Seizure Analysis	Japan 1
WCO A/P Regional Workshop on AEO and Mutual Recognition Agreement/Arrangement (MRA)	Japan 1

<b>National Workshops to which ACEs were mobilized in 2017/2018</b>	<b>ACEs from:</b>
WCO National Workshop on Valuation for Mongolia	Maldives 1
WCO National Workshop on IPR for Indonesia	ROCB(Japan) 1 China 1
WCO National Workshop on Risk management for Bhutan	Japan 1
WCO National Workshop on HS and Advance Ruling for Laos	China 1
WCO National Workshop on TRS for Maldives	Laos 1, Indonesia 1
WCO National Workshop on Risk Management for Indonesia	Australia 1
WCO National Workshop on Risk management for Nepal	Japan 1, Sri Lanka 1
WCO National Workshop on IPR for Cambodia	ROCB(Japan) 1, China 1
WCO National Workshop on AEO for Sri Lanka	Korea 1
WCO National Workshop on TRS for Myanmar	Japan 1
WCO National Workshop on Coordinated Border Management for Samoa	Poland 1
WCO National Workshop on TRS for Vanuatu	India 1
WCO National Workshop on PCA for Bhutan	Japan 1

## ***Pillar II: Further Enhance Collaboration with Development Partners***

The ROCB A/P continues strategic discussions and cooperation with Development Partners (DPs) by conducting joint workshops and/or contributing to their meetings/seminars/conferences. Through a series of dialogues and collaboration, DPs and the ROCB A/P foster mutual understanding and supplement each other's expertise, thus it creates synergy in assisting A/P Member Customs administration for pushing forward their on-going reform and modernization efforts.

In 2017/18, the ROCB A/P enjoyed excellent collaboration with these DPs in various modalities, including, among others:

- WCO NODARD Mission on Trade Facilitation Agreement for Vietnam (Jul. 2017)
- World Bank Leadership Program for Myanmar (Aug. 2017)
- APEC IPR Workshop (Aug. 2017)
- WCO NORAD Mercator Program Mission for Vietnam (Nov. 2017)
- Greater Tumen Initiative Trade Facilitation Agreement Workshop (Nov. 2017)
- ADB CAREC Trade Facilitation Agreement Workshop (Dec. 2017)
- Organization of Animal Health Workshop (Mar. 2018)
- Interpol Workshop (May 2018)
- Asia/Pacific postal Union Workshop (May 2018)
- UN Environment program Workshop (Jun. 2018)

## ***Pillar III: Improve Needs Analysis, Planning, Delivery and Management of Regional Capacity Building Activities***

The ROCB A/P has maintained a well-established regional practice to capture the regional Member administrations' technical assistance needs through the annual survey. In this regard, Japan Customs and the ROCB A/P jointly conducted an annual technical assistance needs survey in January 2018. This survey also aimed at taking a stock of the member administrations' implementation status of the international instruments and technical standards. This survey provides the ROCB A/P and the WCO Secretariat with very useful information for designing and planning of the capacity building assistance programs in the following fiscal year, - i.e. 2018/19. The Annual Works Plan for 2018/19 is attached to this Annual Report.

Advancement in capacity building starts with mind-setting and active participation and engagement, as well as good follow-up of the assistance programs provided, complemented with ownership and political support for changes. In this fiscal year, the ROCB A/P conducted the Follow-Up Survey on the regional workshops organized in 2016/17, and the workshop participants' replies were consolidated and analyzed for the compilation of the Good Customs Practice Report No.17. Accurate understanding of the Member administrations' capacity building needs is another essential element to use WCO technical assistance that is effective and relevant.



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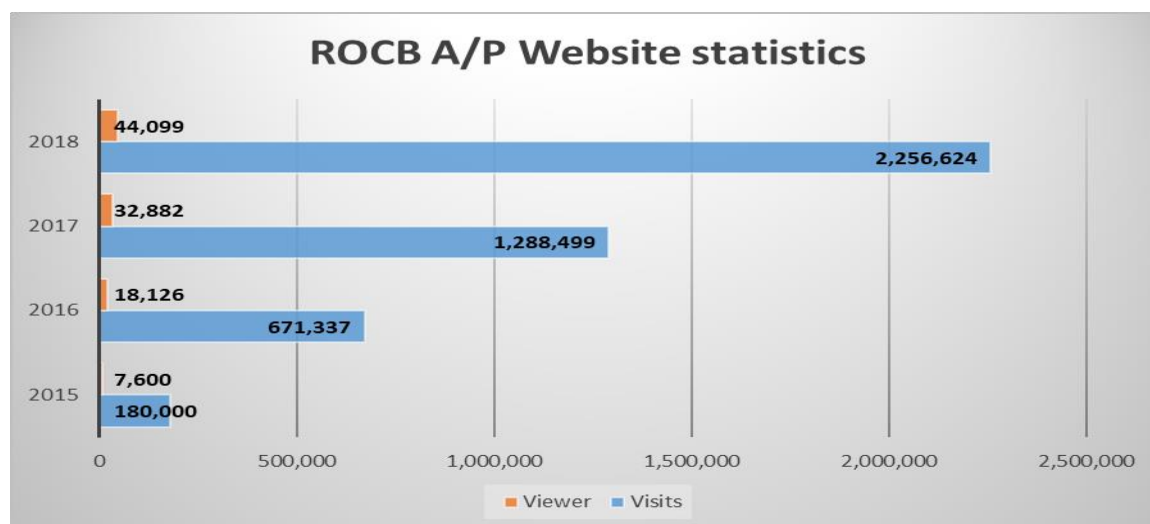
## Pillar IV: Enhance Communication and Information Sharing among Members

The ROCB A/P publishes an e-newsletter on a quarterly basis and lists the latest capacity building activities organized in the A/P region. This fiscal year ROCB A/P had published four E-newsletters. In addition, the ROCB A/P published Customs Good Practice Reports on specific subjects and some of these publications can be retrieved from the ROCB A/P's homepage at [www.rocb-ap.org](http://www.rocb-ap.org).



The ROCB A/P homepage ([www.rocb-ap.org](http://www.rocb-ap.org)) was launched in September 2014 and the access counter registered over 2,256,624 visits by the end of June 2018, which was an increase of 75.13 % in 12 months in 2017/18 (Diagram 3).

Diagram 3 – ROCB A/P Website Statistics



Kazunari Igarashi  
Head of the ROCB A/P

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## *ROCB A/P Activities in 2017/2018*

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### *Introduction*

The ROCB A/P is seen as the cornerstone of the regionalization approach to implementing the WCO's Capacity Building Strategy. Every year, the ROCB A/P and the Regional training coordinator (i.e. Japan Customs) conduct a needs survey to collect and analyze Members' progress in Customs reforms and modernization. Individual requests from Members are also received on an ad-hoc manner. Considering the Members' needs and the regional priorities as enumerated in the A/P Regional Strategic Plan (RSP), the ROCB A/P devises its own 2 years Strategic Action Plan and its Annual Work Plan. The Annual Work Plan enumerates the ROCB A/P's specific actions categorized into the 4 pillars, namely (i) support the implementation of WCO conventions, instruments and tools, (ii) further enhance collaboration with development partners, (iii) improve needs analysis, planning, delivery and management of regional capacity building activities, and (iv) enhance communication and information sharing among Members.

Summaries of the ROCB A/P's key activities undertaken during the 2017/2018, from July 2017 to June 2018, are illustrated below.

### *Summary of the ROCB A/P Activities*

#### ***Pillar 1: Support the implementation of WCO Conventions, instruments and tools***

##### **High-level policy dialogue with Afghan government leaders on Customs modernization**

**16-17 July 2017, Kabul, Afghanistan**

At the invitation of Afghan Customs Department (ACD), the WCO delegation consisting of Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Kazunari Igarashi, Head of the ROCB A/P, visited Kabul, Afghanistan with a view to meeting Afghan government leaders to seek their political support for the on-going Customs reform and modernization. The delegation met Afghan President, Mr. Ashraf Ghani, and cabinet ministers, including Finance Minister and Commerce Minister. The delegation had an intensive discussion with ACD Director General, Mr. Ahmad Reshad Popal, and his team on the future collaboration. The delegation also visited Afghan Customs and Tax Academy, where WCO Secretary General gave words of encouragement to the trainees, as well as the Afghan Chamber of

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Commerce and Industries to exchange views on Customs-Business cooperation from various perspectives to further modernize ACD and ameliorate business environment for the sake of the country's economic development and stability.

## **WCO Regional Workshop on Small Arms and Light Weapons (SALW)**

**17-20 July 2017, Melbourne, Australia**



WCO Regional Workshop on Small Arms and Light Weapons (SALW) was conducted on 17-20 July 2017 in Melbourne, Australia, under the sponsorship of CCF/Japan, in which 33 delegates from the A/P regional Member administrations and the RILO AP participated. Mr. Poonyawee Sroythong of the ROCB A/P participated in the Workshop as a facilitator. Specialists from the Australian Border Force and the Australian Criminal Intelligence Commission gave exclusive lectures about law enforcement, investigation, prosecution, and identification regarding the illicit trafficking in small arms and light weapons. Representatives from the RILO AP made a presentation on the analytical outcomes of the security-related offences. Participants shared their national practices and enforcement experiences.



## High-level policy dialogue with Pakistan government leaders on Customs modernization

18-19 July 2017, Islamabad, Pakistan

At the invitation of Pakistan Federal Board of Revenue (FBR), the WCO delegation consisting of Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Kazunari Igarashi, Head of the ROCB A/P, visited Islamabad, Pakistan to meet Pakistani government leaders, including Finance Minister, Commerce Minister and Special Assistant for Prime Minister on Revenue, with a view to seeking their political support for the on-going Customs reform and modernization and encourage their further contribution and commitment to a series of challenges surrounding Customs, including trade facilitation and supply chain security. The delegation provided an overview of the WCO activities and exchanged candid views on a series of matters, including counter-terrorism and supply chain security, trade facilitation and Customs reform and modernization. The delegation also had very productive discussions with FRB Member (Customs), Mr. Muhammad Zahid, and his team on the way to future enhance collaboration with the FRB.



## High-level policy dialogue with Indian government leaders on Customs modernization

21-22 July 2017, New Delhi, India

At the invitation of India Central Board of Excise and Customs (CBEC), the WCO delegation consisting of Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Kazunari Igarashi, Head of the ROCB A/P, visited New Delhi, India. On 21 July 2017, WCO Secretary General participated in the Trade Facilitation Forum held in New Delhi and made a keynote address in front of some 100 audiences representing various stakeholders and development partners. For the purpose of garnering high-level political support for on-going Customs



modernization, the delegation met India's Finance Minister, Revenue Secretary and Commerce Secretary to call for of whole government approaches to create synergy for furthering the trade facilitation and economic connectivity. The WCO delegation had a candid exchange with CBEC Chairperson, Ms. Vanaja N. Sarna, and other Board Members on various topics, including introduction of GST and the management of the National Committee on Trade Facilitation, Customs and Tax cooperation and illicit financial flow.

## **High-level policy dialogue with Brunei government leaders on Customs modernization 26-27 July 2017, Bandar Seri Begawan, Brunei Darussalam**

At the invitation of the Royal Brunei Customs and Excise Department (RCED), the WCO delegation consisting of Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Kazunari Igarashi, Head of the ROCB A/P, visited Bandar Seri



Begawan, Brunei Darussalam and met Second Finance Minister and Acting Second Minister for Foreign Affairs and Trade respectively and sought their support for furthering human resource development. The delegation visited the RCED Headquarters and had an intensive discussion with RCED Acting Controller, Mr. Pengiran Hasnan Ali Hassan, and his team on possible way forward to deepen mutual collaboration for enhancing the RCED's on-going capacity building. At the request of the RCED Acting Controller, WCO Secretary General gave a special lecture on the Customs' roles on easing of the doing business, which was attended by some 50 RCED officials and representatives from various relevant authorities, including the Prime Minister's Office.

## **WCO Security Project Launching for Bangladesh 23-25 July 2017, Dhaka, Bangladesh**

At the invitation of Bangladesh National Board of Revenue (NBR), the WCO delegation consisting of Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Kazunari Igarashi, Head of the ROCB A/P, visited Dhaka. The delegation met Bangladesh Finance Minister, Commerce Minister and Home Affairs

Minister respectively to seek their political support for the Customs efforts in modernizing and reforming its business and competencies to better contend various challenges of the day, which was duly advocated accordingly. WCO delegation also had a formal meeting with NBR Chairman, Mr. Nojibur Rahman, and other NBR Members to discuss the WCO's prioritized work agenda and future



undertakings. On 25 July 2015, WCO Security Project national Launching Ceremony was held in Dhaka, Bangladesh, with presence of high-level government officials and Japanese Ambassador to Bangladesh, in which more than 50 officials representing relevant Ministries and stakeholders attended.

## **WCO National Workshop on the Modernization of Customs Laboratory for Mongolia** **31-July - 3 August 2017, Ulaanbaatar, Mongolia**

With sponsorship of China Customs Cooperation Fund and cooperation of the Chinese and the Spanish Customs Administrations, the WCO National Workshop on the modernization of the Customs Laboratory of Mongolia was held in Ulaanbaatar, Mongolia, from 31 July to 3 August 2017. The Workshop was attended by 25 Customs Officers from Mongolia Customs involved in Customs Laboratory and Harmonized System classification matters.

## **WCO National Workshop on People Development Diagnostic for Fiji** **21-29 August 2017, Suva, Fiji**

A WCO mission was held in Fiji from 21st to 29th August 2017 to deliver a Human Resource (HR) Diagnostic to Fiji Revenue and Customs Service (FRCS). The mission, funded by China Customs Cooperation Fund, aimed at assessing the current HR structure and needs of FRCS, benchmarking with the WCO standards and good practices, and identifying recommendations to strengthen the on-going HRM reform. Together with the WCO Framework of Principles and Practices on Customs Professionalism, the People Development Diagnostic Tool offers a complete set of instruments available to sustain the Members' continuous efforts for Customs modernization.



## **National Workshop on Customs valuation for Mongolia**

**28 August 2017 – 1 September 2017, Ulaanbaatar, Mongolia**

At the request of the Mongolia Customs General Administration, a WCO mission team conducted a diagnostic analysis of the current Customs valuation infrastructure between 28 August and 1 September and was kindly funded by the China Customs Cooperation Fund and provided recommendations on the way ahead. The mission, delivered by experts from the WCO Secretariat, China Customs and Maldives Customs.

## **WCO National Workshop for Indonesia Customs on Combating Counterfeiting and Piracy**

**11-15 September 2017, Jakarta, Indonesia**



The WCO National Workshop for Indonesia Customs on Combating Counterfeiting and Piracy was held on 11-15 September 2017 in Jakarta, Indonesia under the sponsorship of the Japan Customs Cooperation Fund and a total of 21 Custom officers in charge of border enforcement of intellectual property rights (IPR) participated in the workshop. Ms. Saori Nojima, Project Manager of the ROCB A/P, facilitated the workshop and resource persons from China and Japan also took part in this workshop and shared their respective countries' practices with the Indonesian Customs colleagues. During the workshop, the participants re-examined their current IPR enforcement at the border and impacts of illicit trafficking in IPR infringing goods, by comparing with the requirement of the WTO TRIPS Agreement and discussed perceived challenges and possible solutions as the way forward.

## **WCO National Workshop on Passenger Control for Lao PDR**

**25-29 September 2017, Vientiane, Lao PDR**

WCO National Workshop on Passenger Control for Lao PDR was conducted on 25-29 September 2017 in Vientiane, Lao PDR, under the sponsorship of Japan Customs Cooperation Fund. 23 officials from Vientiane International Airport and land checkpoints in the Vientiane Capital City area took part in the 4-day workshop, which included a series of lectures on passenger



profiling exercise, questioning techniques, studies on concealment methods, role play on systematic and escalated search technique. Lectures on non-verbal communication and neuro-linguistics were given. At the request of the WCO Secretariat, Mr. Kazunari Igarashi, Head of the ROCB A/P, conducted the workshop as a resource speaker along with a WCO Secretariat officer and gave several recommendations for possible amelioration of their passenger control practices and procedures while balancing the travel facilitation.

## **WCO National Workshop on Customs Valuation for Indonesia**

**9-13 October 2017, Jakarta, Indonesia**

With sponsorship of Korea Customs Cooperation Fund, a WCO National Workshop on Custom Valuation was held in Jakarta, Indonesia, from 9 to 13 October 2017. More than 40 Customs officers participated in the workshop and deepened their knowledge and understanding about key principles of the Agreement on Implementation of Article VII of GATT 1994 (Agreement) and Article VII of GATT 1994 as well as the valuation methods provided in the Agreement.

## **WCO National Workshop on Risk Assessment and Selectivity for Bhutan**

**6-9 November 2017, Thimphu, Bhutan**

A WCO Risk Assessment and Selectivity National Workshop, funded by the Japan Customs Cooperation Fund, was held in Thimphu, Bhutan, from 6 to 9 November 2017. The workshop aimed at

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assisting the Bhutan Customs Administration in strengthening their existing Risk Management practices by focusing on cargo selectivity, intelligence support and compliance management. Experts from Japan Customs and India Customs respectively facilitated the discussion and group works.

## **WCO Regional Workshop on the WTO Trade Facilitation Agreement**

**6-10 November 2017, Kashiwa, Japan**



The WCO Regional Workshop on the WTO Trade Facilitation Agreement (TFA) was organized on 6-10 November 2017 in Kashiwa, Japan, under the sponsorship of Japan Customs Cooperation Fund. A total of 28 Customs officials representing 22 WCO A/P regional Member administrations and three facilitators including Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Workshop. Facilitators explained the WCO's instruments and tools to assist the Member administrations to implement trade facilitation measures and the participants shared regional and national best practices in implementing of the pertinent trade facilitation measures in the TFA. Ms. Nojima, along with the other facilitators, led discussions on the participating administrations' challenges and possible solutions thereof.

## **WCO National Workshop on Risk Assessment and Selectivity for Indonesia**

**13-16 November 2017, Jakarta, Indonesia**

With sponsorship from the Korea Customs Cooperation Fund, a WCO National Workshop on Risk Assessment and Selectivity was held in Jakarta, Indonesia, from 13 to 16 November 2017. The Workshop was attended by Indonesian Customs Officers who are involved in cargo selectivity,

intelligence and compliance management. Experts from Australia Customs and Pakistan Customs respectively facilitated group works and discussions.

## **WCO National Workshop on Advance Ruling of Tariff Classification for Lao PDR**

**13-17 November 2017, Vientiane, Laos**

A WCO Revenue Package national Workshop, funded by the Japan Customs Cooperation Fund, was held in Vientiane, Lao PDR, from 13 to 17 November 2017. It focused on the development of an advance ruling system for classification and on implementation of HS 2017. Twenty Customs officials worked intensively during the Workshop, which was facilitated by experts from both the WCO Secretariat and China Customs.

## **WCO National Workshop on Risk Assessment and Selectivity for Nepal**

**14-17 November 2017, Nagarkot, Nepal**

A WCO Risk Assessment and Selectivity National Workshop was held in Nagarkot, Nepal from 14 to 17 November 2017 with sponsorship of Japan Customs Cooperation Fund. The workshop provided the Nepalese Customs administration with an opportunity to strengthen the risk management practices through enhancing cargo selectivity, intelligence and compliance management. Discussions and group works were facilitated by experts from Japan Customs and Sri Lanka Customs respectively.

## **WCO National Workshop on Time Release Study for Maldives**

**20-24 November 2017, Male, Maldives**

A WCO National Workshop on Time Release Study (TRS) was held in Male, Maldives, from 20 to 24 November 2017 with sponsorship of Korea Customs Cooperation Fund. Parties that play pivotal roles in TRS including Customs and other government agencies participated in the workshop. The importance and methodology of TRS were explained and possible challenges and opportunities were discussed with facilitation by experts from Indonesia Customs and Lao Customs.



## **WCO Regional Workshop on Cyber Investigation and Digital Forensics**

**21-23 November 2017, Hong Kong, China**



WCO Regional Workshop on Cyber Investigation and Digital Forensics was held on 21-23 November 2017 in Hong Kong, China, under the sponsorship of Japan Customs Cooperation Fund. A total of 28 participants from 23 Member administrations participated in the workshop. The workshop was led by expert from the US Customs and Border Protection and the Hong Kong Customs. Ms. Eva Suen of the ROCB A/P participated in the workshop as a facilitator. An Overview of Digital Forensics and the Members' experience and good practice on handling of digital evidence were introduced and discussed. Participants were also given opportunities to visit the Hong Kong Customs' Computer Forensic Laboratory and the Electronic Crime Investigation Center. Hands-on exercises regarding the seizure and handling of digital evidence were also conducted.

## **WCO National Workshop on Effective Project Management for Customs Reform and Modernization for Vietnam**

**27 November -1 December 2017, Hanoi, Vietnam**



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The WCO National Workshop on Effective Project Management for Customs Reform and Modernization for Vietnam was conducted from 27 November through 1 December 2017 in Hanoi, Vietnam under the sponsorship of the Norwegian Agency for Development. Vietnam Customs officials from relevant departments that play critical roles in Customs Reform and Modernization took part in the Workshop. Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Mission as an expert together with other experts from the WCO and the United Kingdom. Key concepts of the project management in the Customs context were explained by the experts and the participants discussed its value, possible causes of project failure, prerequisite for successful Project Management among other things. Participants also went through several scenario-based exercises taking Customs situations and surrounding environment into consideration.

## **WCO National Workshop on Enhancement of Customs' Valuation and Origin infrastructure for Cambodia**

**27 November - 1 December 2017, Phnom Penh, Cambodia**



At the request of the General Department of Customs and Excise of Cambodia (GDCE), the WCO conducted a mission with the aim of strengthening the Customs' infrastructure for Valuation and Origin controls in Phnom Penh between 27 November and 1 December. The mission consisted of a diagnostic evaluation of the present infrastructure, involving meetings with the teams responsible for Valuation and Origin policy, risk management, post-clearance audit and training policy. In addition, a visit was made to Phnom Penh international airport to view operational checks on import consignments.



## **WCO National Seminar for Cambodia Customs on Combating Counterfeiting and Piracy 4 -6 December 2017, Phnom Penh, Cambodia**

With the sponsorship of the Japanese Customs Cooperation Fund, WCO National Seminar on Combating Counterfeiting and Piracy was held in Phnom Penh, Cambodia, on 4-6 December 2017. Japan International Cooperation Agency (JICA) also financially supported the Seminar, in which Customs and other competent Ministries' officials took part. Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Seminar as an expert together with other experts from Japan and China. The seminar was to deepen the understanding of the Customs roles in IPR border enforcement, current situation on IPR border enforcement and IPR protection mechanism in Cambodia. Techniques to identify counterfeit and genuine products were also explained by invited right holders. After receiving knowledge and techniques on the topic, the participants discussed specific activities needed for better IPR border enforcement.

## **WCO Regional Workshop on Risk Management and Post Seizure Analysis 4-8 December 2017, Kashiwa, Japan**



The WCO Regional Workshop on Risk Management and Post Seizure Analysis was conducted on 4-8 December 2017 in Kashiwa, Japan, with sponsorship of the Japan Customs Cooperation Fund. 32 participants from 25 regional Member administrations and 3 resource speakers took part in this workshop, which covered various topics, including risk assessment, use of open source information, conduct of database analysis, establishment and management of the national targeting centers and good practices in risk-based categorization of the traders, as well as several group exercises. Mr.

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Kazunari Igarashi, Head of the ROCB A/P, participated in the workshop as a facilitator and briefed the regional capacity building approaches and workshops follow-up surveys, with which he stressed the importance of the participants' follow-up actions, especially institutionalization of the knowledge and make pertinent suggestions for possible improvement towards smarter frontline operations.

## **WCO Sub-Regional Workshop for Oceania Members on Combating Counterfeiting and Piracy**

**4-8 December 2017, Suva, Fiji**



The WCO Sub-Regional Workshop for Oceania Members on Combating Counterfeiting and Piracy was conducted on 4-8 December 2017 in Suva, Fiji, under the sponsorship of the China Customs Cooperation Fund. 16 officers from five countries within the Pacific sub-region (Fiji, Papua New Guinea, Samoa, Tonga and Vanuatu) as well as 2 resource speakers and Dr. Tong Hua of the ROCB A/P, as a facilitator, took part in the workshop. WCO tools, such as the Risk Management Compendium, the WCO IPR Model Legislation, and implementation of the WTO TRIPs Agreement were the main topics covered at the Workshop. Cooperation with rights holders and the specific challenges in the sub-region were also discussed. Theoretical discussion was put into practice during a field exercise, which resulted in the detection of IPR infringing goods and undeclared goods.

## **WCO National Workshop on SAFE and AEO Implementation for Sri Lanka**

**8-11 January 2018, Colombo, Sri Lanka**

The WCO, with the support from the China Customs Cooperation Fund, conducted a Workshop on the SAFE Framework of Standards (SAFE Framework) and Authorized Economic Operator (AEO) Program on 8-11 January 2018 in Colombo, Sri Lanka. The main objective of the Workshop was to

provide participants with the WCO perspective and improve their understanding of various tools for the enhanced implementation of the SAFE Framework and an AEO Program. Over 40 participants from Customs, Cross-Border Regulatory Agencies and the private sector attended the Workshop.

## **WCO Regional Workshop on Accreditation of Expert Trainers on Rules of Origin**

**15-19 January 2018, Busan, Korea**

Under the patronage of the Korea Customs Cooperation Fund and in close collaboration with Korea Customs Service, a World Customs Organization Accreditation Workshop for Expert Trainers (ET) on Rules of Origin was held in Busan, Korea, from 15 to 19 January 2018. The event was organized as part of the WCO strategic approach to expand overall the pool of Member Experts in order to assist the WCO in the effective delivery of capacity building activity. In particular, this event aimed at further developing the team of WCO Rules of Origin Expert Trainers capable of conducting international training activities in line with WCO standards.

## **National Workshop on Combating Counterfeiting and Piracy for Vietnam**

**22-26 January 2018, Da Nang, Vietnam**

With sponsorship of Japan Customs Cooperation Fund, a WCO National Workshop on Combating Counterfeiting and Piracy was held in Da Nang, Vietnam, from 22 to 26 January 2018. The workshop was attended by 40 Vietnamese Customs Officers responsible for IPR specifically regarding risk assessment. Experts from the WCO Secretariat and India Customs discussed relevant issues and facilitated discussions.

## **WCO Regional Workshop on Accreditation of Mercator Program Advisors in the A/P region**

**22-26 January 2018, Suva, Fiji**

WCO A/P Regional Workshop on the Accreditation of Mercator Program Advisors (MPAs) was held in Suva, Fiji, on 22- 26 January 2018 with funding support of the Korea Customs Cooperation Fund. Mr. Kazunari Igarashi, Head of the ROCB A/P, participated in this Workshop as a facilitator, along with two facilitators from the WCO Secretariat. 14 Customs officers from 12 Member administrations in the A/P region, whose professional profiles were assessed and regarded suitable for the Program requirements, participated in this Accreditation Workshop as candidates. 4 representatives from



Oceania Customs Organization joined the exercise as part of the WCO's outreaching initiatives. The candidates from the Member administrations were assessed against the required MPA profile through a series of simulation exercises, presentations, role-plays, group activities and plenary discussions.



## **WCO Regional Workshop on Accreditation of Expert Trainers on Harmonized System** **5-9 February 2018, Kashiwa, Japan**

As part of its Capacity Building strategy and under the sponsorship of the Japan Customs Cooperation Fund (CCF Japan), the WCO has organized a Regional Accreditation Workshop for Expert Trainers on Harmonized System in the Asia/Pacific Region, in which sixteen Customs Officials from the Region took part. The Workshop was conducted from 5 to 9 February 2018 and was hosted by the WCO Regional Training Centre (RTC) in Kashiwa, Japan. Candidates demonstrated their competencies as expert trainers on the Harmonized System and were evaluated by experts from the WCO's Capacity Building Directorate and Tariff and Trade Affairs Directorate. Those who successfully demonstrated their potential were pre-accredited and will subsequently be invited to co-facilitate an in-country mission where they will be further assessed for formal accreditation.

## **WCO Regional Workshop on Authorized Economic Operators and Mutual Recognition Agreements/Arrangements** **5-9 February 2018, Seoul, Korea**



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The WCO Regional Workshop on Authorized Economic Operators (AEO) and Mutual Recognition Agreements/Arrangements (MRAs) was conducted on 5- 9 February 2018 in Seoul, Korea, under the financial support of Customs Cooperation Fund of Korea, to support the implementation of the AEO programs and achievement of the MRA negotiations in the A/P region. 23 participants from 20 regional Member administrations, and 5 resource persons attended in this workshop. Mr. Hong-Young Jo of the ROCB A/P attended this workshop as one of the resource persons and made a presentation on the ROCB A/P's contributions and activities in capacity building assistance. The workshop provided the platform for dynamic discussion on different aspects of the AEO programs and the MRAs. The KCS-led 'mock validation exercise' at an AEO company provided the workshop participants with an opportunity to observe how a validation is conducted and also how the business' voices on actual benefits gained is heard.

## **WCO National Workshop on Post Clearance Audit for Malaysia**

**5-9 March 2018, Melaka, Malaysia**

In response to a request with a view to building its capacities in the field of post-clearance audit (PCA), the WCO organized a national workshop for Royal Malaysian Customs Department from 5 to 9 March 2018 with the financial support of the Japan Customs Co-operation Fund. The workshop was held in Royal Malaysian Customs Academy (AKMAL), Regional Training Center in Melaka. In total 19 Malaysian Customs officials from PCA/GST Audit units and other related units benefited from participating in the workshop. The participants were introduced to the WCO's concept on PCA in order to increase the efficiency of controls and promote trade facilitation.

## **WCO Regional Workshop on Anti-Money Laundering and Counter-Terrorism Financing**

**12-15 March 2018, Sydney, Australia**



The WCO Regional Workshop on Anti-Money Laundering and Counter-Terrorism Financing was held on 12-15 March 2018 in Sydney, Australia, under the sponsorship of Japan Customs Cooperation Fund and in cooperation with the Australia Department of Home Affairs, the Australian Border Force (ABF), the Asia/Pacific Group on Money Laundering (APG). A total of 32 Customs officials representing 25 regional Member administrations participated in the Workshop and facilitators from the WCO Secretariat and the ABF respectively led the sessions. Ms. Saori Nojima, Program Manager of the ROCB A/P, also attended as one of the facilitators of the Workshop. Initiatives and practices on anti-money laundering and counter terrorism financing at the respective international, regional and national platforms were explained and discussed. Representatives from the APG added explanations on its regional commitments to push forward implementation of the Financial Action Task Force's Recommendations thereof.

## **WCO National Workshop on Coordinated Border Management for Samoa**

**26 March - 4 April 2018, Apia, Samoa**

A WCO National Workshop on Coordinated Border management (CBM) was held in Apia, Samoa, from 26 March to 4 April 2018 with sponsorship of Korea Customs Cooperation Fund. 15 participants from the Samoan Customs administration, cross border regulatory agencies and the private sector attended the workshop to deepen their knowledge about WCO tools regarding CBM and to discuss the way forward to enhance cooperation and coordination among related parties. The workshop was facilitated by experts from the WCO Secretariat and Polish Customs.

## **WCO National Workshop on Post Clearance Audit for Iran**

**15-19 April 2018, Tehran, Iran**

Following a request from the President of the Islamic Republic of Iran Customs Administration (IRICA), WCO experts conducted a National Workshop on Post Clearance Audit (PCA) from 15 to 19 April 2018 in Tehran under the sponsorship of the Japan Customs Co-operation Fund. More than 30 Customs officers from PCA and PCA-related sections attended this workshop. The participants were introduced to WCO's concept on PCA in order to increase the efficiency of controls and promote trade facilitation. The workshop also provided exercises which covered practical audit knowledge and technics of targeting, pre-audit research, development of an audit strategy, conducting audits, as well as several case studies on PCA implementation.



## **WCO Regional Workshop on Capacity Building of Customs Laboratories**

**17-19 April 2018, Busan, Korea**



The WCO Regional Workshop on Capacity Building of Customs Laboratories was conducted on 17- 19 April 2018 in Busan, Korea, under the financial support of Customs Cooperation Fund of Korea to enable the sharing of analytical techniques in the A/P region. 28 participants from 22 regional Member administrations, 4 resource persons, and 2 officials from the Russian Federation attended in this workshop. Mr. Hong-Young Jo of the ROCB A/P attended this workshop as one of the resource persons, and he made a presentation on the ROCB A/P's contributions and activities in capacity building. The workshop provided the participants with a good knowledge-building opportunity on emerging technologies. Participants shared their perspectives on the opportunities of applying advanced Information and Communication Technologies and facilitating Single Window interoperability in advancing regional economic cooperation.

## **WCO Pre-Accreditation Workshop for the Single Window Experts**

**22-27 April 2018, Xiamen, China**

From 22 to 27 April 2018, the WCO conducted a Pre-Accreditation Workshop on the Single Window Environment in the WCO Regional Training Centre on Gulangyu Island, People's Republic of China, with the support of the China Customs Co-operation Fund. The main objective of this Pre-Accreditation Workshop was to enhance the network of Technical and Operational Advisers (TOAs), by identifying experts with experience in different areas of Single Window implementation and systems operation, as well as experts with vast knowledge of international standards such as WCO and United Nations Economic Commission for Europe (UNECE) tools and instruments.

## **WCO National Workshop on Time Release Study for Myanmar**

**23-27 April 2018, Yangon, Myanmar**

With sponsorship of Japan Customs Cooperation Fund, a WCO National Workshop on Time Release Study (TRS) was held in Yangon, Myanmar, from 23 to 27 April 2018. The participating Myanmar Customs officials familiarized themselves with TRS methodologies and good practices of other Customs administrations regarding TRS. Experts from the WCO Secretariat and Japan Customs respectively facilitated the workshop and provided the opportunity for participants to gain comprehensive knowledge and understanding of how to better conduct a TRS.

## **WCO Regional Workshop on Environmental Topics**

**23-27 April 2018, Shanghai, China**



The WCO Regional Workshop on Environmental Topics was conducted on 23- 27 April 2018 in Shanghai, China, under the sponsorship of the China Customs Cooperation Fund. 38 participants from 20 Member administrations, including the host administration, and speakers from different international organizations and development partners participated in this Workshop. Dr. Tong Hua and Mr. Poonyawee Sroythong of the ROCB A/P attended the Workshop as facilitators. During the Workshop, the China Customs and the WCO jointly organized a special event on 24 April for a briefing on the International Joint Operation Demeter IV, which was attended by senior executives of China Customs, including Mr. Zou zhiwu, Deputy Minister of GACC. In the course of the Workshop, the participants studied and discussed the guidelines and conventions related to the solid wastes,

hazardous chemicals and wildlife protection developed by the WCO and the Green Customs Initiative partners.

## **WCO National Workshop on Time Release Study for Vanuatu**

**23-27 April 2018, Port Vila, Vanuatu**

From 23 to 27 April 2018 in Port Vila, Vanuatu, the WCO held a National Workshop to raise awareness of and prepare for the Time Release Study (TRS). This five-day Workshop was organized, with financial support from the Korea Customs Co-operation Fund, for the benefit of managerial staff from the Vanuatu Department of Customs and Inland Revenue and the stakeholders. The Workshop was led by two Experts from the WCO Secretariat in Brussels and from the Indian Customs Administration and provided TRS training to 20 Customs officials and representatives of the stakeholders involved in the goods clearance process and enabled them to discuss an initial draft of the procedures for releasing Goods. This major Workshop included, among others, a presentation of the TRS methodology, following the WCO's Guide, and also gave participants the opportunity to work with the WCO's TRS software and draft an action plan.

## **Combined WCO National Workshop on SAFE and Authorized Economic Operator for Papua New Guinea, Samoa and Tonga**

**7-10 May 2018, Port Moresby, Papua New Guinea**

A sub-regional SAFE Framework and Authorized Economic Operator (AEO) Workshop, hosted by Papua New Guinea Customs and funded by the Korea Customs Co-operation Fund, was held on 7-10 May 2018 in Port Moresby, Papua New Guinea. The event was attended by 22 representatives from Papua New Guinea, Samoa and Tonga Customs, as well as by Customs officers from the Australian Border Force who supported the Workshop by sharing their experiences. The Workshop is the first of its kind organized for the Pacific Islands. The participating Customs administrations were very interested in learning about the process of how to implement a Trusted Trader Program in line with Standard 3.32 of the WCO Revised Kyoto Convention General Annex Transitional Standards on Authorized Persons, Article 7.7 of the WTO Trade Facilitation Agreement, and the SAFE Framework AEO Program.



## **WCO National Workshop on Customs Laboratory and HS Classification for Cambodia** **21-25 May 2018, Phnom Penh, Cambodia**

With the sponsorship of the Japan Customs Cooperation Fund, a WCO National Workshop on Customs Laboratory and HS Classification was held on 21- 25 May 2018 in Phnom Penh, Cambodia. During the Workshop, a wide range of topics relating to the establishment and use of Customs Laboratories for HS classification, as well as for enforcement purposes, including the identification of drugs, were addressed. Participants were also informed about the infrastructure and design of different sizes of Customs Laboratories in Japan, including so-called satellite Laboratories located in the main airports. Moreover, participants discussed their analysis needs and relevant areas of analytical methodology and considered possible action plans for the establishment of two well-designed Customs Laboratories of different sizes in Cambodia.

## **WCO Regional Workshop on Human Resource Development** **24-27 May 2018, Ha Noi, Viet Nam**



The WCO Regional Workshop on Human Resource Development (HRD) was organized on 24- 27 May 2018 in Ha Noi, Viet Nam, under the sponsorship of the Korea Customs Cooperation Fund. 36 representatives from 25 Member administrations and 3 resource persons from the WCO Secretariat and the ROCB A/P took part in this Workshop. Mr. Kazunari Igarashi, Head of the ROCB A/P participated in the Workshop as a facilitator. Participants studied and discussed the pertinent WCO guidelines and tools related to the HRD and professionalism, including the WCO Framework of Principles and Practices on Customs Professionalism, WCO People Development Diagnostic Tool and HRD Guide. Mr. Igarashi introduced the ROCB A/P's study outcomes on the regional Members' use of e-learning programs at national level as an introduction to the subsequent experience sharing and discussion on the way to optimize the benefit of the advanced technology in HRD.

## **WCO Seminar on Training Strategy and Simplified Human Resource Management (HRM) Diagnostic Study for Lesotho Revenue Authority (LRA)**

**14-18 May 2018, Maseru, Lesotho**

At the invitation of WCO Secretariat, Dr. Tong Hua, the ROCB A/P Program Manager, joined the WCO Seminar on Training Strategy and Simplified Human Resource Management (HRM) Diagnostic Study held on 14-18 May 2018 in Maseru, Lesotho, as chief expert. 4 Full-time and 13 Part-Time trainers, including senior managers of Human Resource and Training Divisions of the Lesotho Revenue Authority (LRA), participated in the seminar. Dr. Tong led a 3-days Seminar on Training Strategy and introduced the WCO Instruments and tools for human resource development and management. He focused on the training cycle implementation and shared lots of live examples and best practices in the A/P region. From 17 May to 18 May, Dr. Tong, together with another expert from the Botswana Unified Revenue Service, conducted a simplified HRM Diagnostic study for the LRA and made recommendations in the HRD and training strategy.



## **WCO National Workshop on Post Clearance Audit for Bhutan**

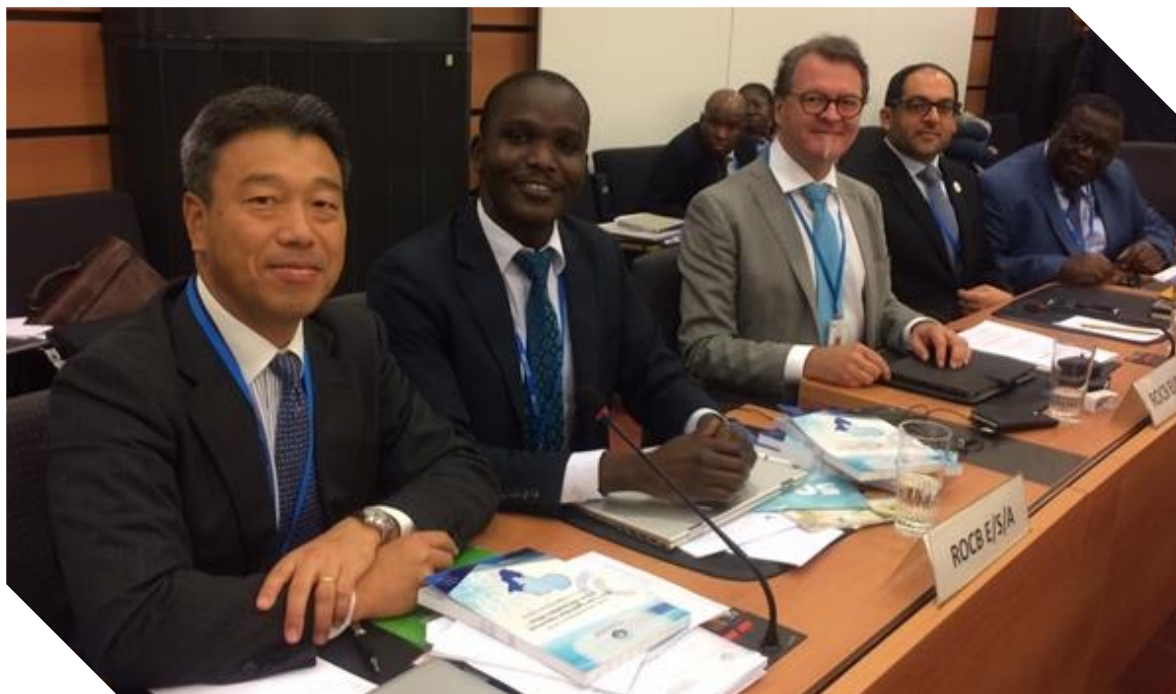
**4-8 June 2018, Thimphu, Bhutan**

A WCO National Workshop on Post Clearance Audit (PCA), funded by the Korea Customs Cooperation Fund, was held in Thimphu, Bhutan, from 4 to 8 June 2018. 20 Bhutanese Customs officers familiarized themselves with WCO tools regarding PCA, namely PCA Guidelines, Diagnostic Tools and Implementation Guidance on PCA, then further discussed practical issues required for effective and efficient PCA. The participants worked intensively during the Workshop, which was facilitated by experts from both the WCO Secretariat and Japan Customs.

## **132<sup>nd</sup> WCO Council Session**

**28-30 June 2018, Brussels, Belgium**

At the invitation by the WCO Secretariat, Mr. Kazunari Igarashi, Head of the ROCB A/P, participated in the 132<sup>nd</sup> Session of the WCO Council, which took place on 28-30 June 2018 at the WCO Headquarters in Brussels, as an observer. Nearly 500 delegates from Member administrations and observers attended. In the wake of the Secretary General's report on the WCO activities, the Council heard the reports from the Chairpersons of the respective WCO technical committees and discussed future course of the WCO's actions against a series of emerging topics. The Council subsequently adopted a number of newly developed and updated tools and guidelines for those emerging issues, including the Cross-Border E-Commerce Framework of Standards and accompanying Council Resolution, and updated SAFE FoS 2018 version. On this occasion, Vanuatu deposited their instrument of accession to the Revised Kyoto Convention, Korea signed an MOU with the WCO regarding the establishment of Regional Customs Laboratory, and Hong Kong China and New Zealand concluded the Mutual Recognition Arrangement on AEOs. Dr. Kunio Mikuriya, incumbent Secretary General of the WCO, was re-elected for another 5-year term. In the margin of the Meeting, Mr. Igarashi had a series of small talks with DGs of the A/P Member administrations, who appreciated the work of the ROCB A/P.





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## *Customs Reform and Modernization in Vanuatu*

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Special Contribution by Mr. Benjamin Malas  
Director, Department of Customs & Inland Revenue of Vanuatu

The Vanuatu Customs division within the Department of Customs and Inland Revenue wishes to share some important insights of the success story it achieved through the reform and modernization in its administration for the last 5 years to date.

A project commenced in 2012 to re-write the existing Customs Act based on a model accepted by the Forum Island Ministers. The re-written Act became law in December 2013 and brought with it a number of features consistent with global best practice for customs legislation. Customs now provided legally binding Advanced Rulings on matters pertaining to tariff classification, valuation and origin. The role of customs brokers was also more defined and a licensing process, including qualifying exams properly identified. Cargo facilitation was also improved by the ability for customs to take securities for cargo consignments which were subject to dispute. This allows importers to take delivery of their cargo and the matter under dispute resolved later, rather than delaying the delivery while the matter continues to be contested.

Since July 2014, the upgraded, a web-based system ASYCUDA World provides live data, enabling Vanuatu Customs for performance measurement in real time, thus improving risk assessment. The system has increased capabilities for accounting, post-clearance audit, statistics and information management. Easier aggregation of data at regional and international levels contributes to better and faster economic decision-making. The system insures the complete coverage of the clearance process and includes the built-in capability to support national specific requirements and/or frequent regulation changes

In May 2017, Vanuatu Customs commissioned the Asian Development Bank to conduct a Time Release Survey, which identifies and measures the time taken for every transaction from the arrival of ship or aircraft to the delivery of cargo at the importers premises. This process is used to identify impediments to cargo delivery so that improvements can be made to facilitation rates. The data from this survey will be used as base line data for future surveys which will be conducted annually.

On the 1st of December 2017, Customs assumed responsibility of the Immigration passenger processing function at air and sea ports. This was a major addition to Custom's responsibilities and was the catalyst for our front-line officers now being titled Border Security Officers as they control the flow

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of goods and people across our borders. There was substantial training undertaken, provided by the Vanuatu Immigrations Service, New Zealand Customs, and Australian Border Force.

In 2018, Vanuatu will become a contracting party to the HS, the only Forum Island country besides Fiji and PNG to do so. In 2018, Vanuatu will also become a contracting party to the International Convention on the Simplification and Harmonisation of Customs Procedures (a.k.a. Revised Kyoto Convention). Being an RKC Contracting Party gives traders and other stakeholders inside and outside the country's economy a firm message that the Vanuatu government promotes and



maintains efficient and modern Customs procedures consistent with international standards and ensures that legitimate trade is facilitated without compromising the Customs controls function. 2018 will also see the delivery of whole container x-ray technology, donated by the Chinese Government, providing Customs with the capability of conducting non-intrusive inspections of containers for prohibited and restricted goods.

In just a few years, Vanuatu Customs have achieved a number of ground breaking reforms, and assumed new responsibilities, while continuing to be in the vanguard of modernization. The momentum created by the Customs Reform and Modernization Committee, chaired by the Director DCIR and attended by The Deputy Director Customs, Managers and the Technical Adviser, has filtered down to all levels of the organisation and our stakeholders have been the beneficial recipients of these initiatives.

More detailed information about the reform and modernization that Vanuatu Customs has been going through is now available in their official **website** or contact Mr. George R. Pakoa, Acting Deputy Director Customs at **gpakoa@vanuatu.gov.vu**.

## ***Pillar 2: Further enhance collaboration with development partners***

### **ROCB A/P introduces the WCO tools at the UNEP Risk Profiling Workshop**

**20-22 June 2018, Bangkok, Thailand**

At the invitation from the UN Environment Ozone Action Asia/Pacific Office, Dr. Tong Hua, Program Manager of the ROCB A/P, attended the Risk Profiling Workshop for Customs and Border Control Officers and National Ozone Officers of South Asian countries, which was held on 20-22 June 2018 in Bangkok, Thailand, as a resource person. Around 25 Participants from the Customs administrations and the National Ozone Units of the targeted countries and the UN Environment attended the



workshop. Dr. Tong made a presentation on the WCO tools and instruments for combating illegal Ozone depleting substances (ODS) trade and member's practices in the A/P Region. He introduced the steps of risk profiling and risk assessment by using the WCO Risk management Compendium. Dr. Tong also attended another meeting regarding consultation for a proposed 2019-2023 Regional Enforcement Network (REN) for Chemicals and Waste project.

### **CAREC Meeting for supporting implementation of the WTO TFA**

**25-28 June 2018, Bangkok, Thailand**

At the invitation from the Asian Development Bank (ADB), Mr. Hong-Young Jo of the ROCB A/P, participated in the Central Asia Regional Economic Cooperation (CAREC) Inaugural Meeting of Regional Trade Group (RTG) and CAREC Senior Officials' Meeting (SOM), which were held on 25-26 June 2018 and 27-28 June 2018 respectively in Bangkok, Thailand. More than 60 officials from the CAREC Member countries and its



development partner organizations as well as ADB representatives took part in this workshop. In the wake of the introductory presentations, Mr. Jo shared the ROCB A/P's activities for facilitating the implementation of the WTO TFA with participants. He also emphasized the importance of collective cooperation and sharing information among the CAREC member countries, and capacity building conducted by competent authorities for coping with challenges in implementing the WTO TFA at the initial stage.

## **2017 Customs-Business Conference**

**22 August 2017, Bangkok, Thailand**



At the invitation of the Thai Customs Department (TCD), ROCB A/P staffs attended the Customs-Business Conference held on 22 August 2017 in Bangkok, Thailand. Approximately 120 representatives from private and public sectors, embassies, Chamber of Commerce, relevant international and government agencies, as well as TCD officials participated in the Conference. The purpose of the half-day Conference was to bring together foreign business operators in Thailand who were interested to be updated on the recent

changes in Customs work processes, in particular those concerning Customs laws and regulations. The 2017 Conference dedicated to the newly amended Customs laws, which could affect business doing. The speakers were experts on Customs laws and regulations.

## **RILO A/P's 30th Anniversary**

**6-7 November 2017, Seoul, Korea**

At the invitation from the WCO Secretariat and Korea Customs Service (KCS), Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the WCO A/P Regional Intelligence Liaison Office (RILO A/P)'s 30th Anniversary Ceremony held on 6 November 2017 in Seoul, Korea. More than 130 guests from the WCO Member administrations, other RILOs and international organizations attended the Ceremony. Following the welcoming remarks made by KCS Commissioner, Dr. Kunio Mikuriya, WCO Secretary General, and guests delivered their congratulatory addresses respectively. Mr. Igarashi



joined other guests to present his compliments to KCS Commissioner and Head of the RILO A/P and reaffirmed continuing close collaboration in various domains as the region's sister entities. On 7 November 2017, Mr. Igarashi also attended the Project CATalist2 Briefing Seminar to renew on-going enforcement strategies to contend with increasing illicit trafficking in New Psychoactive Substances.



## **WCO/NORAD Project Mission on Stakeholder Engagement and Client Service for Vietnam Customs**

**10-14 July 2017, Hanoi, Vietnam**

WCO/NORAD Project Mission on Stakeholder Engagement and Client Service for Vietnam Customs was conducted on 10-14 July in Hanoi, Vietnam. Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Mission as a resource person. This was a final Mission to Vietnam under the WCO/NORAD Project, which



has been carried out since 2013, and entailed consultations and discussions on the project progresses as well as way forward for maintaining stakeholder engagement and improving client service. Outcomes of the WCO/NORAD Project were reviewed and incorporated into an initial diagnostic report and recommendations for the WCO Mercator Program, which is designed to provide tailor-made support for the implementation of the WTO Trade Facilitation Agreement (TFA). In the course of the Mission, Ms. Nojima made some presentations on the WCO Mercator Program with a view to fostering common understanding among participants and facilitated the diagnostic discussions.

## World Bank Workshop on Visionary Leadership in Customs Modernization and Reform for Myanmar

22-23 August 2017, Nay Pyi Taw, Myanmar

At the invitation from the World Bank Group and Myanmar Customs Department (MCD), Dr. Tong Hua, Program Manager of the ROCB A/P, attended the Myanmar Customs Leadership Course held on 22 and 23 August 2017 in Nay Pyi Taw, Myanmar, aiming to provide the MCD's executive-class officials with strategic thinking to handle various challenges associated with moving into new and increasingly more complex leadership roles. 15 Director- and Assistant Director-level officials from the MCD and 5 guests' speakers, including Dr. Tong, attended and/or observed the Course. Dr. Tong made a presentation on the visionary leadership in customs modernization and reform, in which he highlighted the transformation of customs functions on trade facilitation and supply chain security. He also made a comparative study of the China Customs' integrated clearance and paperless reform and the Myanmar Automated Cargo Clearance System (MACCS).



## AEPC Workshop on Trademark Infringement Determinations

24 August 2017, Ho Chi Minh City, Viet Nam

At the invitation of APEC, Ms. Saori Nojima, Project Manager of the ROCB A/P, attended the Workshop on Trademark Determination in a Border Enforcement Context on 24th August 2017 in Ho Chi Minh City, Viet Nam. The speakers and participants consisting of Customs, Intellectual Property Offices and private sectors discussed impact of trademark infringement, Customs role in IPR border enforcement, determinations between confusingly similar trademarks vs counterfeits, building effective relationships among Customs, Intellectual Property Offices and private sectors etc. Ms. Nojima delivered a presentation on Customs roles in IPR Border Enforcement and highlighted the WCO's efforts and activities, common challenges at Customs, and the possible way forward.



## **International Federation of Customs Brokers Associations Special Event 2017**

**28 and 29 August 2017, Bangkok, Thailand**

At the invitation of International Federation of Customs Brokers Associations (IFCBA), ROCB A/P staffs attended the IFCBA Special Event held on 28 and 29 August 2017 in Bangkok, Thailand. As the speaker of the opening session, Dr. Tong Hua delivered a presentation on ROCB A/P's main mission and plans for prosperities, in which he highlighted the capacity building activities and WCO Study Report on Customs Brokers.



He also made an analysis on the global environment and regional practices and promoted the importance of Customs Brokers' Professionalism joining forces with Customs administrations in advancing Customs modernization and trade facilitation. After the IFCBA meeting, several delegates paid courtesy visits at the ROCB A/P.

## **Asia Pacific Trade Facilitation Forum 2017**

**4-7 September 2017, Yogyakarta, Indonesia**

The UNESCAP and the ADB organized the Asia Pacific Trade Facilitation Forum 2017 and its side events on 5-7 September 2017 in Yogyakarta, Indonesia. Approximately 200 delegates attended from more than 30 countries in the A/P region, representing government agencies, business organizations and academia. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the Forum along with a WCO representative.



The Forum provided the participants with an opportunity to share their trade facilitation innovations for sustainable development in the A/P region. On 4 September 2017, a meeting of the Regional Organizations Cooperation Mechanism for Trade facilitation was convened in the same venue. Mr. Igarashi and the WCO representative took part in this meeting and exchanged their views for better collaboration and coordination on trade facilitation-related capacity building assistance activities.



## **27th Annual National Convention of Chamber of Customs Brokers, Inc. and the visit to the Philippines University**

**3-7 November 2017, Davao City/Manila, Philippines**

At the invitation of the Philippines National Chamber of Customs Brokers Inc., Dr. Tong Hua, Program Manager of the ROCB A/P, attended as a guest speaker at the 27th Annual National Convention of Chamber of Customs Brokers. This was held on 3-4 November 2017 in Davao City. The Convention was attended by over a thousand Philippine Customs Brokers and traders, along with Dr. Isidro Lapena, Commissioner of the Bureau of Customs (BOC). Dr. Tong delivered a presentation in the Customs modernization practice and customs broker's professionalism sessions, in which he highlighted the capacity building activities of the ROCB A/P and the WCO Study Report on Customs Brokers. In the course of his mission, Dr. Tong visited the BOC's Capacity Building Center and new status verification system at the BOC Headquarters. Dr. Tong also gave a special lecture on the WCO and Customs higher education to undergraduate and postgraduate students of the Philippines University.



## **6th Greater Tumen Initiative (GTI) Trade Facilitation Workshop**

**28-30 November 2017, Cheonan, Korea**





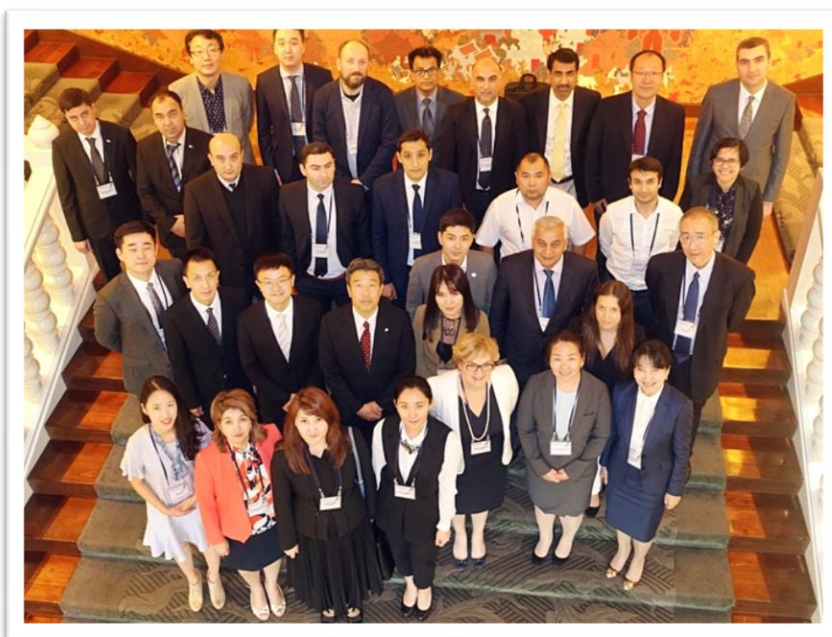
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The GTI Secretariat organized a Trade Facilitation Workshop from 28 to 30 November 2017 in Cheonan, Korea, in cooperation with Korea Customs Service (KCS). Financial support was provided through the Customs Cooperation Fund of Korea to support the realization of trade facilitation in Northeast Asia through the promotion of AEO programs. Over 30 participants representing Customs administrations from three GTI Member countries (China, Mongolia, and Korea) and 4 invited Customs administrations participated in this workshop. Mr. Hong-Young Jo of the ROCB A/P attended this workshop as one of the resource personnel and gave a presentation on the WCO SAFE Framework of Standards (SAFE FoS), highlighting the AEO program in particular. Through this three-day workshop, the participants had a very interactive discussion on how to implement AEO programs and multilateral AEO Mutual Recognition Arrangement among the GTI Members.

## **ADB CAREC Workshop on Trade and Trade Facilitation Reforms**

**12 December 2017, Bangkok, Thailand**

At the invitation of the Asian Development Bank (ADB), Mr. Kazunari Igarashi, Head of the ROCB A/P, participated in the Central Asia Regional Economic Cooperation (CAREC) Workshop on Trade and Trade Facilitation Reforms, which was held on 12 December 2017 in Bangkok, Thailand. More than 40 officials from the CAREC Member countries and its development partner organizations, as well as ADB



representatives took part in this workshop. In the wake of the introductory presentations, Mr. Igarashi gave a presentation on the WCO Mercator Program and relevant tools and instruments supporting the implementation of the WTO TFA. He also gave a brief explanation on the lessons learned from the recent WCO Regional Workshop on TFA regarding how the A/P regional Member administrations overcame the challenges associated with the TFA implementation and to showcase some model stories for possible CAREC collective actions.

## International Network of Customs Universities (INCU) Seminar

22-26 January 2018, Baku, Azerbaijan



At the invitation of International Network of Customs Universities (INCU) Secretariat, Dr. Tong Hua, ROCB A/P Program Manager, participated in the International Academic Seminar held on 22-26 January 2018 in Baku, Azerbaijan. The seminar was attended by professors and students from the Northwest Management Institute of the Russian Federation, Beijing International Business and Economics University of China, the Academy of State Customs Committee of Azerbaijan, Azerbaijan State Economic University and Baku Higher Oil School. Dr. Tong moderated and spoke at the one-day session on the Customs

modernization practice and Customs leadership, in which he highlighted the strategy of the WCO and the capacity building activities of the ROCB A/P. On this occasion, Dr. Tong was appointed as a member of the Board of Advisers for “The Journal of Customs and Economics Review”, which is a newly published international academic journal on Customs matters.

## International Customs Day Ceremonies

26 January 2018, Suva, Fiji

At the invitation of Mr. Visvanath Das, Chief Executive Officer of the Fiji Revenue and Customs Service (FRCS), Mr. Kazunari Igarashi, Head of the ROCB A/P, joined the International Customs Day ceremony held at the FRCS Headquarters in Suva, Fiji, as chief guest. Nearly 100 FRCS officials attended the ceremony. Following the introduction of the master of ceremony, Mr. Igarashi made a key note speech, in which he referred to the WCO’s 2018 yearly theme, “A secure business environment for economic development” and stressed the



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ever-expanding Customs' roles in championing the sound growth of international trade and supply chain security. He also highlighted the imperative needs for international cooperation and Customs-stakeholder collaboration to this end. He then presented the certificates of merit to some of the FRCS officials for their outstanding performance in various areas of Customs operations on behalf of the WCO.

**26 January 2018, Bangkok, Thailand**



At the invitation from the Thai Customs Department (TCD), ROCB A/P staffs joined the International Customs Day held on 26 January 2018 at the TCD Headquarters in Bangkok, Thailand. More than 100 guests, including Bangkok-based Customs Attachés as well as representatives from the JICA, joined the celebration. Mr. Kulit Sombatsiri, TCD Director General, made a speech on his initiatives associated with the WCO's 2018 Theme 'A Secure Business Environment for Economic Development', such as the pre-arrival declaration pilot project at the Suvarnabhumi airport and Laem Chabang seaport Customs. On this celebration, several TCD officers received certificates of merit signed by the WCO Secretary General for their great dedication and accomplishments in their duties.

## **Stakeholder meeting of the Regional Enforcement Network (REN) for Chemicals and Waste**

**1 February 2018, Bangkok, Thailand**

On 1 February 2018, the Asia Pacific Regional Office of the UN Environment Program hosted the stakeholder's meeting for a strengthened Regional Enforcement Network (REN) for Chemicals and Waste in Bangkok, Thailand. Approximately 20 delegates, including representatives from the Customs administrations of China, Korea and Thailand, as well as representatives from the ROCB A/P, the RILO A/P, and other partner organizations attended the meeting. The meeting reviewed major



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achievements over the past 5 years (2012-2017) that had been accomplished through a series of activities by the REN. Also discussed were the persistent challenges and sustainable development goals. Dr. Tong Hua and Mr. Poonyawee Sroythong represented the ROCB A/P and presented the significance of the coordinated border management, risk profiling of environmental cargos and advanced customs clearance system for efficient Customs control at the border.



## **OIE Regional Seminar for National Focal Points for Veterinary Products** **21 March 2018, Bangkok, Thailand**

The World Organization of Animal Health (OIE) organized a Regional Seminar for OIE National Focal Points for Veterinary Products on 20-22 March 2018 in Bangkok, Thailand. Some 30 delegates from the OIE's A/P regional Member authorities attended the seminar and Ms. Saori Nojima, Program Manager of the ROCB A/P, took part in and spoke at a session



on 21 March 2018. Ms. Nojima spoke about how Customs administrations have been tackling illegally traded pharmaceutical products and trafficking of counterfeit medicines at the borders. In this regard, she underlined the importance of collaboration and cooperation between competent animal health authorities and Customs administrations at international, regional and national levels respectively.



## **UNESCAP Capacity Building Workshop on Cross-border Paperless Trade Facilitation** **20-23 March 2018, Bangkok, Thailand**



At the invitation of the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Mr. Hong-Young Jo of the ROCB A/P attended the Capacity Building Workshop on Cross-border Paperless Trade Facilitation: Implications of Emerging Technologies held from 20 to 23 March 2018 at the UN Convention Center in Bangkok, Thailand. Approximately 80 representatives from the private and public sector, relevant international and government agencies participated in the workshop. The workshop focused on the implication of emerging technologies, e.g. block chain, Internet of Things (IoT), Artificial Intelligence (AI), big data, etc. At the special training session, Mr. Jo introduced the ROCB A/P's main missions and WCO's capacity building activities related to trade facilitation and those pertinent contributions towards the creation of an enabling paperless trade environment was mentioned by a number of speakers and the UNESCAP Secretariat.

## **INTERPOL Asian Regional Meeting to counter online sales of counterfeit and illicit medicines**

**15-17 May 2018, Singapore**

At the request of the WCO Secretariat and an invitation from INTERPOL, Ms. Saori Nojima, Program Manager of the ROCB A/P, attended the Asian Region Meeting held on 15-17 May 2018 in Singapore as a representative of the WCO to discuss joint enforcement against counterfeit and illicit medicines. Approximately 40 representatives from Police, Customs, health regulators, international organizations and the private sector participated in the meeting, which provided the participating authorities and partners an opportunity to reinforce the network for joint enforcement against illicit



trafficking in counterfeit and illicit medicines and to further strengthen online investigation capability. Ms. Nojima made a presentation on the WCO's initiatives in this domain. She highlighted Customs' dedication towards combating counterfeit and illicit medicines at the borders and emphasized the importance of continued cooperation and coordination among the relevant authorities.

## 20<sup>th</sup> OCO Annual Conference

11-13 June 2018, Melbourne, Australia

At the invitation of the Oceania Customs Organisation (OCO), Mr. Kazunari Igarashi, Head of the ROCB A/P participated in the 20<sup>th</sup> OCO Annual Meeting held on 11-13 June 2018 in Melbourne, Australia. Mr Igarashi accompanied Dr. Kunio Mikuriya, WCO Secretary General, as an observer. More than 60 delegates from the OCO Member administrations and partner entities participated. Kiribati Minister of Justice deposited the instrument of accession to the Revised Kyoto Convention (RKC) to the Secretary General. This marked the first accession of a non-WCO Member to it. Under the session for the development of technical and professional capability of Customs in the Pacific, Mr. Igarashi gave a presentation regarding the outreaching effort in the development of technical and professional capability, explained capacity building outreaching efforts, collaboration with the OCO and its Members and suggested way forward towards furthering human resource development.



## ***Pillar 3: Improve needs analysis, planning, delivery and management of regional capacity building activities***

### **12th WCO Annual PICARD Conference**

**26-28 September 2017, Hammamet, Tunisia**

At the invitation of the WCO Research Unit, Dr. Tong Hua of the ROCB A/P attended the 12th WCO Annual PICARD Conference, which ran from 26 to 28 September 2017 in Hammamet, Tunisia. This key WCO Event welcomed more than 200 participants from around 65 countries, representing Customs administrations, academic and research communities, international and regional organizations and the private sector. The PICARD Conference of this year features four focus topics, namely Data Analysis, Trade Facilitation, Security and Customs-Tax Cooperation. Dr. Tong participated in a roundtable discussion session and spoke about the partnership between academia and Customs in which he recalled the history of PICARD Conference development and highlighted the progress of a comparative study for Customs National E-Learning Platform under ROCB A/P's Research Initiative.



### **NACIN Launching Day Ceremony**

**1 October 2017, Faridabad, India**



In the wake of the introduction of the GST, India's National Academy of Customs, Excise and Narcotics (NACEN), one of the WCO A/P Regional Training Centers, was renamed to the National Academy of Customs, and Indirect Tax and Narcotics (NACIN) with effect from June 2017. At the invitation from Director General of the NACEN, Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the NACIN Launch Day, which was held on 1 October 2017 in Faridabad. The Minister

of Finance and Corporate Affairs attended the ceremony as the chief guest, along with the members of the Central Board of Indirect Tax and Customs, former NACEN DGs, NACIN faculties and



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representatives of NACIN's partner organizations. The ROCB A/P received a commemorating plaque from the Finance Minister in recognition of the long history of collaboration with the NACIN.

## **ROCB A/P and KCS MOU on a short-term attachment program**

**1 February 2018, Bangkok, Thailand**

The Memorandum of Understanding (MOU) between the ROCB A/P and the Korea Customs Service (KCS) on cooperation regarding a short-term attachment program was signed on 1 February 2018. Mr. Taeil Kang, Director General of Information and International Affairs Bureau signed on behalf of the KCS, while Mr. Kazunari Igarashi, Head of the ROCB AP, countersigned. Speaking at the brief signing ceremony, Mr. Kang reiterated that this MOU did not signal the mere start of a relationship between the ROCB A/P and the KCS but rather the cementing a long existing collaborative relationship. He emphasized the KCS's commitment to the successful implementation of the MOU. Mr. Kang and his KCS colleagues were escorted by Mr. Igarashi to water the "ROCB A/P's trees" which were planted in commemoration of the ROCB A/P's 10th Anniversary ceremony held in 2014.



## **13th Global Meeting of Heads of the ROCBs, the RTCs and the Vice Chairs' Offices**

**22-23 February 2018, Brussels, Belgium**

The WCO Convened the 13th Global Meeting of the Heads of the Regional Offices for Capacity Building (ROCBs), the Regional Training Centers (RTCs) and Vice Chairs' Offices on 22 and 23 February 2018 at its Headquarters in Brussels, Belgium. The meeting was attended by some 30 delegates from the ROCBs, RTCs and Vice Chairs' Offices around the world. The meeting discussed, among other subjects, the contribution of the WCO's regional structures (i.e. ROCBs and RTCs) to the implementation of the WCO Strategic Plan, the regional best practices guidance, and review and update of the PICARD Professional Standards. Mr.





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Kazunari Igarashi, Head of the ROCB A/P, joined the panel discussion and explained the A/P region's practices in translating the WCO Strategic Plan into tactical and operational levels. He stressed the importance of the technical assistance needs analysis so that the planning of the regional capacity building activities would better accommodate the regional Members' needs and priorities.

## **15th A/P Regional Training Center Heads Meeting**

**23 February 2018, Brussels, Belgium**

On the occasion of the 13th Global Meeting of the Heads of the Regional Offices for Capacity Building (ROCBs), Regional Training Centers (RTCs) and the Vice Chairs' Offices, the ROCB A/P convened the 15th Meeting of the Heads of the A/P RTCs on 23 February 2018 at the WCO Headquarters in Brussels, Belgium. Delegations from six RTCs, namely Fiji, Hong Kong, China, India, Japan, Korea and Malaysia, as well as representatives of the WCO



Secretariat and the A/P Regional Vice Chair's Office (Fiji) attended. At the Meeting, Mr. Kazunari Igarashi, Head of the ROCB A/P welcomed the delegates and thanked the RTCs for their support and cooperation for the planning and delivery of the regional capacity building activities. He then reported its activities since the last RTC Heads Meeting held in December 2016 in Hong Kong China and introduced recently published Customs Good Practice Reports, including the Report on the Exemplifying Regional Workshop Follow-Up Actions. Dr. Tong Hua, Program Manager of the ROCB A/P, also introduced his study findings on the development and the use of national e-learning module for effective national Customs training delivery. Ms. Eva Suen, Program Manager of the ROCB A/P, also introduced the summary of the Customs Good Report on Cyber Investigation and Digital Forensics, which was compiled as an outcome of the Regional Workshop held in November 2017 in Hong Kong, China. Draft Workshop program on Human Resource Development to be held in April 2018 in Hanoi, Vietnam, was briefly introduced and the RTCs were invited to take part and to share their experiences in innovating training and human resource development approaches.

## **9<sup>th</sup> Session of the WCO Capacity Building Committee**

**26 -28 February 2018, Brussels, Belgium**

The 9th Session of the WCO Capacity Building Committee (CBC) was convened on 26 – 28 February 2018 at the WCO Headquarters in Brussels, Belgium. More than 250 delegates from the WCO Members, development partners and academia participated and heard the report by the WCO Secretariat on a number of programs and initiatives. Other items discussed were performance measurement and professional development. Mr. Kazunari Igarashi, Head of the ROCB A/P, and his colleagues participated in the session. The conclusions of the 13th Global Meeting of the Heads of the ROCBs, RTCs and Vice Chairs' Offices was also reported. In the course of discussion on the necessity of assessing the capacity building outcomes, Mr. Igarashi took the floor and introduced the ROCB A/P's initiative in the Workshop Follow-up Survey and offered to collaborate with the Secretariat for better monitoring of the benefits of the capacity building investments.

## **WCO IT Conference and Exhibition 2018**

**6-8 June 2018, Lima, Peru**

Dr. Tong Hua, Program Manager of the ROCB A/P, attended the WCO IT Conference and Exhibition (WCO ITC) 2018 held on 6-8 June 2018 in Lima, Peru. The WCO ITC discussed the various topics under the theme of “Building a Reliable Digital Landscape to Boost Cross-Border Trade”. More than 600 delegates from 75 countries gathered to discuss the cutting-edge technologies such as big data, artificial intelligence, blockchain and the Internet of Things (IoT). This WCO IT Conference was co-hosted by the Customs and Tax Administration of Peru (SUNAT) with support from the Korea Customs Service and Private Sector stakeholders. During the conference, the WCO announced the official launch of the WCO Academy. This online platform provides representatives from the trade community and academia with access to the WCO e-learning courses, webinars, books and news.



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*Customs Training Institute of Japan Customs (RTC Japan) was awarded by the President of Japan's National Personnel Agency!*

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Contribution by Mr. Jun Tajima  
Director of International Cooperation Division, Japan Customs Training Institute

On 7 February 2018, the International Cooperation Division and Trainers of Customs Training Institute of Japan Customs, as known as “CTI” which is the RTC Japan, received the President’s Award of Japan’s National Personnel Agency (NPA).

The Award is to honor Japan’s national public employees who have made outstanding contributions to strengthening people’s reliance on the public service through their intrepid activities over many years among various duties at the Government of Japan. Following the award ceremony, the awardees have an audience with their Majesties the Emperor and Empress of Japan.

The CTI was selected by the NPA Selection Committee taking into account (1) unremitting commitments of Customs technical cooperation activities under the Japan’s official development assistance scheme for many years; and (2) great contributions for facilitating international trade and securing our society.

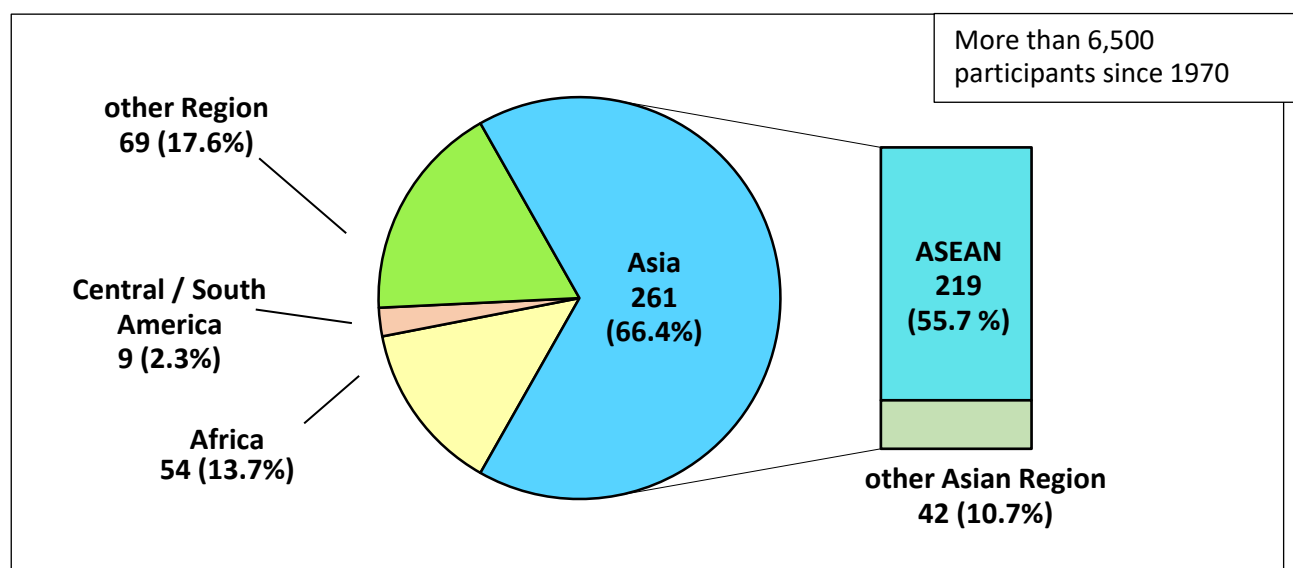


*(The President of Japan's National Personnel Agency hands the Award over to Mr. Jun Tajima, Director of International Cooperation Division who serves as a representative of the CTI.)*

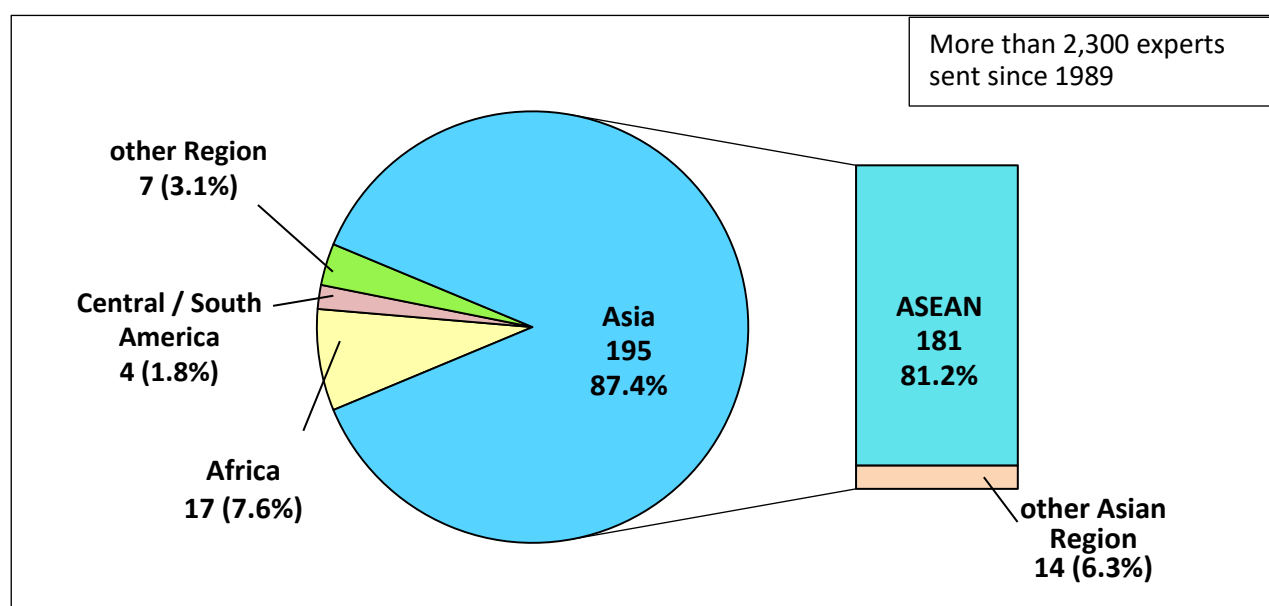
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The CTI holds around 30 workshops on specific Customs issues for developing countries annually and it also hosts several WCO Regional Workshops as the RTC Japan in order to accommodate mounting capacity building needs in the AP Region. The CTI conducted its first capacity development assistance activities for developing countries, namely “Japan Customs Technical Cooperation Program” in 1970 and it will soon mark half a century.

## Fact Sheet for Japan Customs’ Technical Cooperation Programme (FY2016)



Number of participants for workshops in Japan (April 2016 – March 2017)



Number of Japanese experts sent to workshops abroad (April 2016 – March 2017)



The CTI remains committed to support the efforts by developing countries as well as the AP region toward Customs modernization.

One of the awardees, Mr. Daisuke Nagano, CTI trainer and WCO Accredited Expert on Risk Management who always actively participates in technical assistance activities, provided his experience in the involvement in these activities.

## My key effort in technical assistance activities

Daisuke Nagano,  
Trainer, Customs Training Institute, Japan

I always value face-to-face dialogue to provide most fruitful workshops. Japan Customs collects needs of the beneficiary Customs administrations in advance through various means, including e-mails. However, it might be difficult to grasp every detail of the needs through such indirect and electronical communication style. Therefore, in addition to prepared presentations based on the needs collected in advance, I spare much time on Q & A and discussion as far as time allows in my sessions. Such a face-to-face dialogue makes it easier to find out the detailed situations of these countries and challenges that

they are facing. Based on these situations and challenges, I usually discuss with the participants because, that way, we often come up with possible solutions, which are practical and applicable in their own circumstances. As such, I make the most of the time sit together with the participants with discussion time that helps elicit their interests and question.



*(In a JICA mission to Vietnam Customs. The author is second from the left.)*

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## The best part of technical assistance

Technical assistance is a very rewarding activity for me because I can contribute a lot to the society. The presentations, advices and ideas generated through discussions bring the benefit to the participants and their home administrations. Then the Customs administrations' modernization will further advance and facilitate international trade, maintain proper revenue collection, and protect the society of those countries. Improved trade environment will bring benefit to other countries, including Japan. Beyond the word of "Thank you" from the participants to the workshops themselves, I imagine further contribution to unnamed multitudinous people. It is really rewarding, isn't it?

For more information, please visit CTI webpage at [http://www.customs.go.jp/cti/top\\_eng.html](http://www.customs.go.jp/cti/top_eng.html)



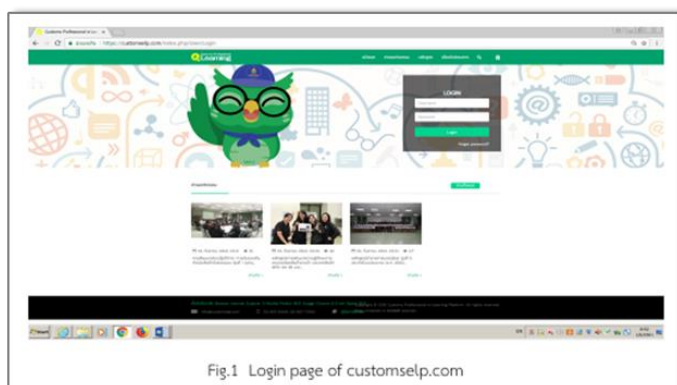
*(In a WCO National Workshop for the Bhutan Customs Administration. The author is second from the left.)*

## *Special Contribution from the Thai Customs Department E-Learning in Thai Customs*

Mr. Prawat Chuenchavalit  
Expert on Human Resource Development  
Thai Customs Department



Nowadays, we are surrounded by technology that improves our life. The technology that makes life becomes easier, faster and safer. Everything has changed rapidly in society, economics, environment and technology called “Digital Era”. Therefore, we have to learn to live our life and learning is never end. In the past, learning was quite difficult to do since inconvenient reason, learners had to carry heavy books, face to face with the instructors or go to a certain place. But now, Learning can be supported by technology called “e-learning” that spreads all over the world. For e-learning, we can gain knowledge anywhere and anytime by accessing the source from computer or mobile phone with internet. Not only private sector but also public sector that has used this learning platform to develop the staff and to be consistent with Thailand 4.0 policy.



Thai Customs Department has set up a new platform of e-learning project called “Customs Professional e-learning Platform” since last year (fig.1 Login page). It is accessible, just enter the website and select the subject that learners want to learn. It supports text and animation motion graphic form which are beautiful and understandable (some example as fig.2 - 11). Learners can learn anywhere and anytime. In addition, the officers can evaluate the learning result by himself through post learning evaluation system and compile statistic to develop and improve the officers’ knowledge endlessly. This e-learning platform consists of 6 subjects in content, there are HS, ROO, Valuation, Customs Procedure,



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Fig 3



Fig.4



Fig 5



Fig 6



Fig.7



Fig.8

Privileges and Customs Act, including lesson, test and exam, also linking to HR Database of the personnel record.

In the last 3 years, Thai Customs Department has encouraged the officers to enroll WCO e-Learning "CLiK!" which provides to WCO member countries. This e-learning platform gathers all WCO training-related tools in a single portal. We started the first year with some volunteer officers to take one course. Afterwards, Customs Technical officers, Practitioner and Professional level, are mandated to take two courses a year from selected 13 courses.

The effectiveness of e-learning can be seen from the result at the end of the course. The learners must control themselves to pay more attention while they are accessing the course, compare with sitting in the classroom. Otherwise, they might fail, and e-learning will be useless.

In conclusion, e-learning is a change of technology that can spread knowledge, skills, and values to the younger generation, it will be useful, and life will be much easier than the conventional learning in the past.



Fig.9



Fig.10



Fig.11



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## *Shanghai Customs College has made another academic advancement*

On 10 May 2018, the Shanghai Customs College (SCC), a WCO Regional Training Center, has become an accredited institution offering the Master's Degree of Taxation and Public Administration. On 10 April, its Bachelor Program of Customs Administration (BCA) has been recognized by the WCO Secretariat within the framework of the PICARD Program.



The SCC is a regular institution of higher learning approved by the Ministry of Education and is a subordinate to the General Administration of China Customs. At present, the SCC has the School of Customs Administration, School of Economics and Business Administration, School of Law, School of Foreign Language and Department of Fundamental Education, offering eight

undergraduate programs including Customs Administration, Logistic Management, Audit, International Business, Taxation, Law and English, which cover the disciplines of science of management, economics, science of law and literature.

Grounded in Customs and geared to the need of national society and the international community, the SCC cultivates high-quality, inter-disciplinary and practical elites in Customs administration to meet the demand of Customs undertakings and economic and social development, as well as talents in foreign trade to serve port logistics and international business. The SCC is also proactive in conducting the Customs theoretical research and international exchanges. In addition, the SCC is tasked with further education, knowledge upgrading and professional training for the mid and high-level officials in Customs. According to the assignment of the WCO and the need of the Member countries and territories in the Asia Pacific region, the SCC is gradually undertaking more and more tasks of training for the Customs officials in the region, carrying out corresponding international commitment.



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## ***Pillar 4: Enhance communication and information sharing among members***

### **129<sup>th</sup>/130<sup>th</sup> Sessions of the WCO Council**

**6-8 July 2017, Brussels, Belgium**

The 129th/130th Session of the WCO Council was convened on 6-8 July 2017 at the WCO Headquarters in Brussels. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the Sessions as an observer. In the wake of the Secretary General's report on the WCO activities over the last 12 months, the Council heard various reports from the WCO's respective technical committees' outcomes and adopted the tools and guidelines endorsed by these committees. The Council also discussed several important policy matters. Delegates celebrated the WCO's 65th Anniversary of its establishment along with the reunion of the WCO Professional Associates. At the regional consultation session, which was presided by the Regional Vice Chair, i.e. Fiji, delegations from the A/P region agreed to the regional representation to the key WCO committees. Seizing this opportunity of this high-level gathering, Mr. Igarashi called for the A/P Member administrations' continued support and contribution to the ROCB A/P's activities.



### **29th Administrative Meeting for National Contact Points of Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P)**

**5-7 September 2017, Chongqing, China**



At the invitation of the RILO A/P, Dr Tong Hua, Program manager of the ROCB A/P, attended the 29th Administrative Meeting for National Contact Points of RILO A/P, held on 5-7 September 2017 in Chongqing, China and introduced the ROCB A/P's capacity building efforts in supporting Customs administrations. He highlighted the collaboration between the RILO A/P and the ROCB A/P for jointly organizing high-class capacity building activities in the A/P region. More than 50 delegates and observers from 21 members administrations as well as international organizations attended the meeting and shared information on various regional trends of cross border crimes such as drugs, security, environmental crimes, commercial fraud and IPR.

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## **27th WCO A/P Regional Contact Points Meeting**

**11-13 October 2017, Cairns, Australia**



7th Meeting of the WCO A/P Regional Contact Points was convened on 11-13 October 2017 in Cairns, Australia, which was attended by 47 delegates from 22 members administrations and observers. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the meeting. He gave an interim report of the ROCB A/P's activities in the 2016/17 and explained the notions for the regional capacity building and technical assistance programs for this fiscal year. Given that the ROCB A/P is a co-coordinator for the implementation of the current RSP on the capacity building and technical assistance programs, Mr. Igarashi reported the implementation of the current RSP to the plenary session and led a break-out group discussion for the next RSP 2018-2020.

## **ASEAN Meeting for the Customs Directors General**

**3 May 2018, Langkawi, Malaysia**

At the request of the WCO Secretariat and the invitation from the Royal Malaysian Customs Department (RMCD), Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the 27th Meeting of the ASEAN Directors General (DGs) Meeting held on 3 May 2018 in Langkawi, Malaysia, as a representative of the WCO. More than 60 delegates from 10 ASEAN Member administrations and the ASEAN Secretariat participated in the session where Mr. Igarashi gave a presentation on the WCO's six priority works and their progresses, touching upon trade facilitation, e-commerce, security issues, illicit financial flows, Customs-Tax cooperation and performance measurement. Prior to the session with the ASEAN DGs, Mr. Igarashi visited the Royal Malaysian Customs Academy in Langkawi (AKMAL Langkawi) and met Director of AKMAL Langkawi.





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## 19th Regional Heads of Customs Administration Conference

14-17 May 2018, Sigatoka, Fiji



The Fiji Revenue and Customs Service (FRCS), who is currently assuming the WCO A/P Regional Vice Chair, convened the 19th Regional Heads of Customs Administration (RHCA) Conference on 14-17 May 2018 in Sigatoka, Fiji. More than 50 delegates from the regional member administrations and observers from the WCO Secretariat as well as the RILO A/P and the ROCB A/P participated in this high-level regional conference. As one of the key documents, the Conference unanimously adopted the revised Terms of Reference of the ROCB A/P. Under the designated agenda item, Mr. Kazunari Igarashi, Head of the ROCB A/P, gave a presentation on the ROCB A/P's activities undertaken in this current fiscal year and relevant statistics. Mr. Igarashi also made a progress report on the Focus Area 3 (Capacity Building) of the A/P Regional Strategic Plan (RSP) 2016-2018. Accordingly, the Conference adopted the proposed RSP 2018-2020 to renew and further enhance collaboration among regional Members.



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## *About the ROCB A/P*

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### **Who We Are**



WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P) was established in September 2004 as the first ROCB aiming at coordinating and improving the Customs capacity building activities in line with the WCO's regionalization approach.

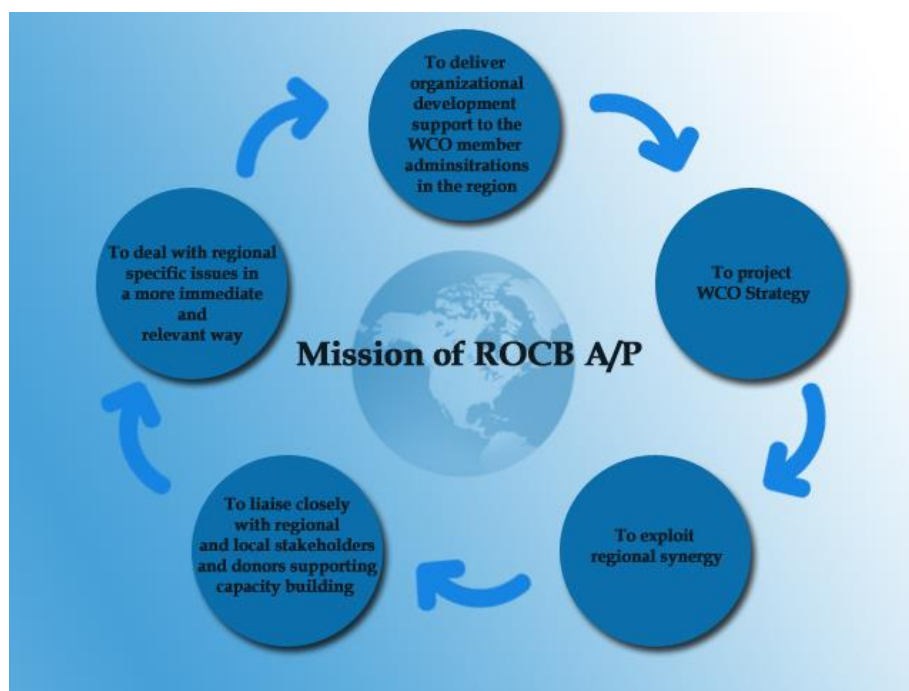
Environment surrounding the Customs operation is very diverse and evolving consistently. Stage of Customs modernization varies from one WCO Member administration to another. Administration's priority varies as well. In tandem with the development in ICT, expansion of global trading system as well as continued changes in business practices for international transactions of the goods, Customs administrations in the Asia/Pacific region are striving for its reform and modernization to provide due dividends accrued to the nations. Region's capacity building activities conducted by the ROCB A/P are categorized based on 4 pillars of its objectives, namely: (i) To support the implementation of the WCO Conventions, instruments and tools; (ii) To further enhance collaboration with development partners; (iii) To improve needs analysis, planning, delivery and management of regional capacity building activities; and (iv) To enhance communication and information sharing among Members administrations.



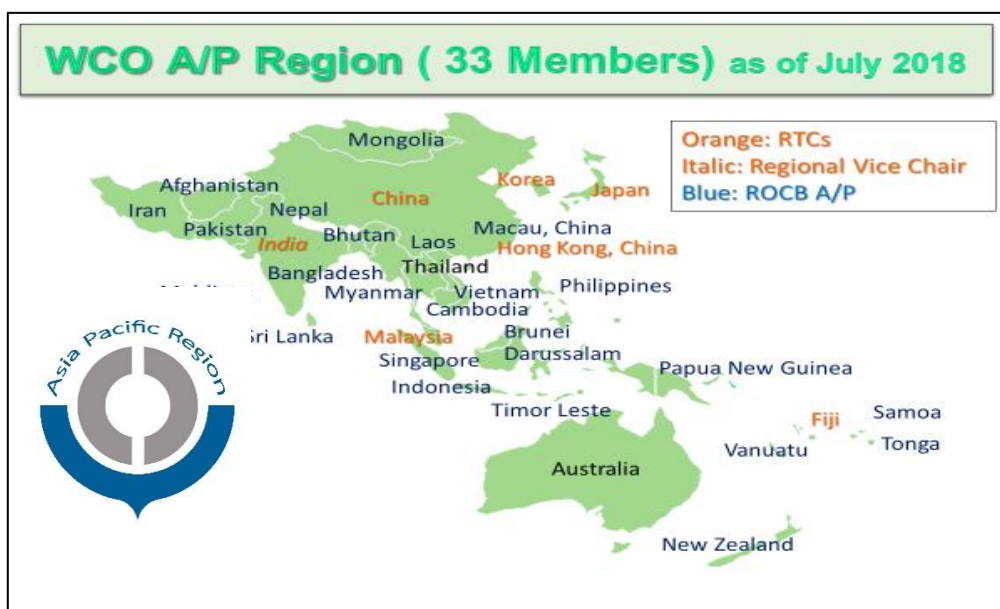
This website is to provide some of the snapshots on the Customs capacity building activities in the Asia/Pacific region and continue communication with the regional Member and development partners.

Above activities cannot be pursued by the ROCB A/P alone and, in fact, it requires the region's commitment and cooperation with great leadership of the Regional Vice Chair and the support from the Regional Training Centers as well as the region's experts in various domains. In this regard, the ROCB A/P would like to call for continued commitment and support of these stakeholders. At the same time, the ROCB A/P expresses its sincere appreciation to the donor administrations and development partners for generous funding for these capacity building activities coordinated by the ROCB A/P.

## ***Mission***



The ROCB A/P acts as a cornerstone for the region's approach to implement the WCO's Capacity Building Strategy. In cooperation with seven WCO Regional Training Centers (RTCs) in the A/P region, it supports 33 Member administrations.

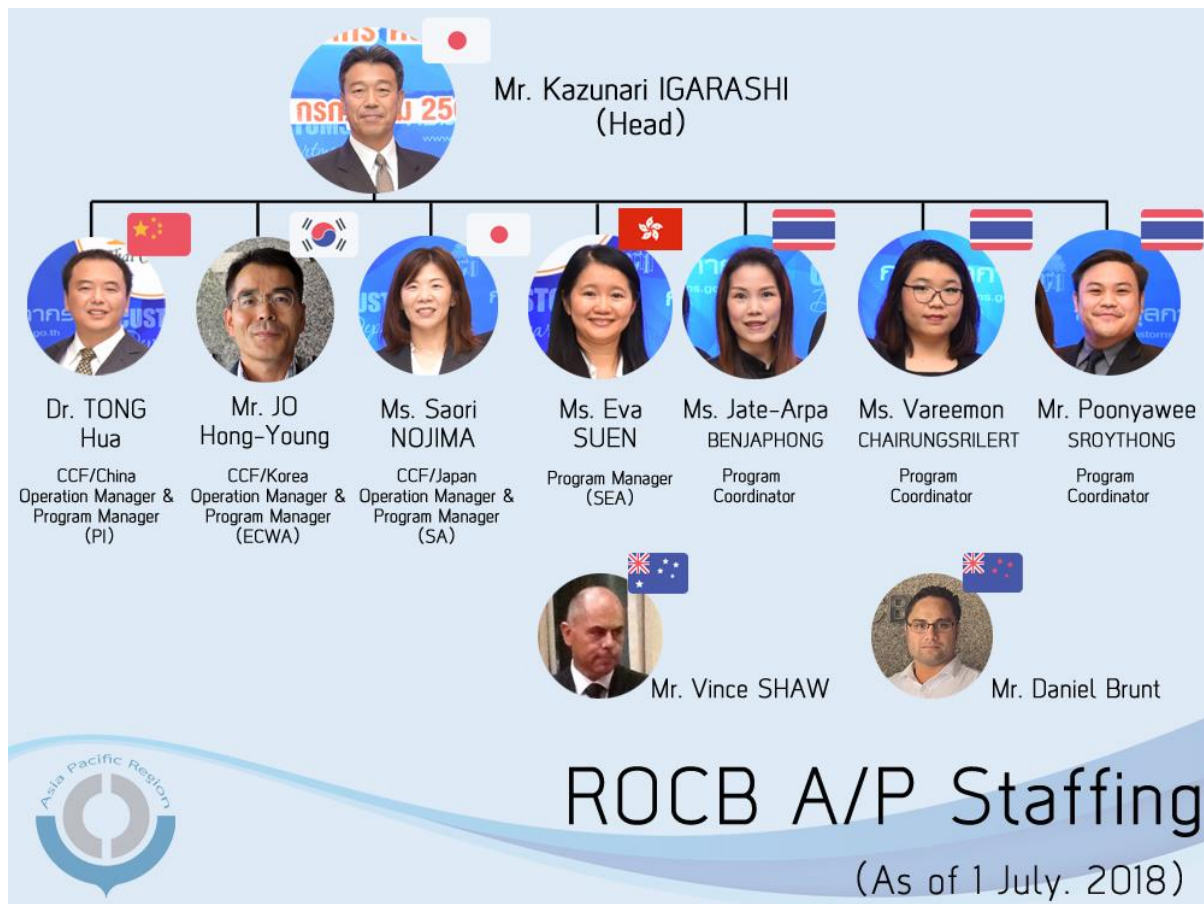


With the WCO Customs Cooperation Funds (mainly contributed from China, Japan and Korea), the ROCB A/P organizes a series of capacity building activities for A/P regional Member Customs administrations in need of technical assistance. The ROCB A/P works with the WCO's Development Partners, such as the ADB and UN agencies, as well as stakeholders of the private and business sectors. The WCO Secretariat and the Regional Vice Chair provide the ROCB A/P with guidance and support to fulfill the mandates and responsibilities as set forth in its Terms of Reference.

# ROCB A/P Annual Report 2017/2018

## Staff

The ROCB A/P has 8 full-time seconded staff members (as of 1 July 2018). This includes one from China, one from Hong Kong China, two from Japan (including Head of the ROCB A/P), and one from Korea and three from Thailand. In addition, representatives from the Australian Border Force and New Zealand Customs Service based in Bangkok provide ad hoc support and assistance to the ROCB A/P's activities, especially for its communications and publications.



In order to provide more focused quality assistance to the A/P Members, the ROCB A/P has designed posts of Program Managers responsible for different sub-regions. Their roles and responsibilities as well as contact details are as follows:

- ◆ Role and responsibilities
  - To enhance contact with responsible countries;
  - To encourage participation of responsible countries to the regional events;
  - To take care of individual requests made by responsible countries;
  - To collect Customs related information from responsible countries; and
  - To liaise with officers responsible for the sub-region on various DPs.



# ROCB A/P Annual Report 2017/2018

During the year 2017/2018, Mr. Brian Lamb from New Zealand Customs completed his tenure as Customs Counsellor of the New Zealand Embassy in Thailand and returned to his home administration in April 2018. Mr. Lamb has been the ROCB A/P's strong supporter and he maintained good relation and collaboration in various capacity building activities, especially in enforcement and investigation domains. Mr. Igarashi and his colleagues thanked Mr. Lamb from the bottom of their hearts for his friendship and unsparing support for improving and maintaining the quality of the ROCB A/P's public relation.



Mr. Daniel Brunt, a successor of Mr. Lamb, and Mr. Igarashi discussed some ideas and notions of the future regional capacity building programs and he sought New Zealand Customs' continued support and guidance in the region's collective efforts as the Office benefitted from Mr. Lamb's support. Both gentlemen kindly gave the ROCB A/P their words of commitment and support for the regional capacity building activities.

The ROCB A/P would like to extend its profound appreciation for their dedication to the ROCB A/P. Their successors will continue their paths to contribute to the Customs community in the A/P region.

The ROCB A/P welcomed an intern from the Thammasat University, ASEAN-China program, Ms. Patcharamon Namchan or Khun "Benze" for one-month internship starting from 1 June 2018 to gain valuable work experience and to further the knowledge of how international organizations carry out their undertakings and coordinate with relevant stakeholders. During her internship, Khun Benze has reviewed the ROCB A/P's publication and public relation practices and assisting it the preparation of the ROCB A/P's Annual Report 2017/2018 and the next issue of its E-newsletter. Also, she gave us her candid views on our website from the public user's perspective, which will be a good benefit for us to improve our website. She completed her intern program on 30 June 2018. This one-month long work experience in English-speaking environment gave her an opportunity to refine her English skills and explore a potential career path to pursue after her graduation. ROCB A/P colleagues enjoyed a wonderful experience with her internship and we all wish her a successful professional career in the future.





# ROCB A/P Annual Report 2017/2018

## Contact details

Sub-region	A/P Members	Responsible Program Manager	Contact
<b>Head</b>	-	Mr. Kazunari IGARASHI	Email: <a href="mailto:igarashi@rocbap.org">igarashi@rocbap.org</a> Tel No.: +66 2 667 6017
<b>East, Central and West Asia (ECWA)</b>	Afghanistan, China, Hong Kong, China, Iran, Japan, Korea, Macao, China, Mongolia, Pakistan	Mr. JO Hong-Young	Email: <a href="mailto:johy@rocbap.org">johy@rocbap.org</a> Tel No.: +66 2 667 6542
<b>Pacific Islands (PI)</b>	Australia, Fiji, New Zealand, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu	Dr. TONG Hua	Email: <a href="mailto:tonghua@rocbap.org">tonghua@rocbap.org</a> Tel No.: +66 2 667 6539
<b>South Asia (SA)</b>	Bangladesh, Bhutan, India, Maldives, Nepal, Sri Lanka	Ms. Saori NOJIMA	Email: <a href="mailto:saori.nojima@rocbap.org">saori.nojima@rocbap.org</a> Tel No.: +66 2 667 6018
<b>Southeast Asia (SEA)</b>	Brunei, Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Philippines, Singapore, Thailand, Union of Myanmar, Vietnam	Ms. Eva SUEN	Email: <a href="mailto:evasuen@rocbap.org">evasuen@rocbap.org</a> Tel No.: +66 2 667 6552
-	Program Coordinator	Ms. Vareemon CHAIRUNGSRILERT	Email: <a href="mailto:vareemon@rocbap.org">vareemon@rocbap.org</a> Tel No.: +66 2 667 7026
-	Program Coordinator	Mr. Jate-arpa BENJAPHONG	Email: <a href="mailto:jatearpa@rocbap.org">jatearpa@rocbap.org</a> Tel No.: +66 2 667 5921
-	Program Coordinator	Mr. Poonuyawee SROYTHONG	Email: <a href="mailto:poonyawee@rocbap.org">poonyawee@rocbap.org</a> Tel No.: +66 2 667 6814

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## *Introduction to the ROCB A/P Strategic Action Plan 2018-2020 and its Annual Work Plan 2018/19*

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In accordance with the ROCB A/P's Terms of Reference, the ROCB A/P is supposed to develop its Strategic Action Plan for a 2-year term and its Annual Work Plan for the purpose of assuring its work accountability and governance to the regional Directors General.

The ROCB A/P's Strategic Action Plan is closely linked with the incumbent A/P Regional Strategic Plan.

The ROCB A/P's Annual Work Plan is worked out in close consultation with the Regional Vice-Chair with the intent of assuring effective use of limited resources and making the region's capacity building more focused and relevant to the needs of the regional Member Customs Administrations. Japan Customs and the ROCB A/P, as co-coordinator for the pertinent Focus Area of the Regional Strategic Plan, jointly conduct an Annual Technical Assistance Needs Survey each year, and the Members' technical assistance needs are duly incorporated in it. The Annual Work Plan for 2018/19 was subsequently agreed by the WCO Capacity Building Directorate in mid-July 2018 to make it open to the Member administrations in the A/P region.

The Annual Work Plan for 2018/19 accommodates quite a good number of the regional/sub-regional and national workshops, both newly funded and carried forward from the previous years. These workshops are categorized into the improvement in the following core competence, namely: (1) implementation of trade facilitation; (2) counter-terrorism; (3) economic competitiveness and revenue collection; (4) intelligence and risk management; (5) health and safety protection; and (6) organizational and human resource development. In addition, the Plan embraces some programs to accommodate emerging issues, including E-Commerce.

The Strategic Action Plan for 2018-2020 and the Annual Work Plan for 2018/19 are annexed to this E-Newsletter. Also, they are made public on the ROCB A/P's homepage ([www.rocb-ap.org](http://www.rocb-ap.org)) under "Resources" column. The ROCB A/P hopes that the regional Members may take full advantage of planned regional and national capacity building programs.

RTCs play key roles to deliver those planned regional/sub-regional workshops for the interest of the Member Customs Administrations in the A/P region. Accordingly, the ROCB A/P is consulting the WCO Secretariat and RTCs and coordinating the dates and venues of these regional/national capacity building programs. For the most current calendar of these future events, please kindly visit at our homepage.

### **Strategic Action Plan 2018- 2020 for WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P)**

#### **1. Vision**

Being a focal point of capacity building to achieve “the World’s Best Regional Customs effectively enhancing security and prosperity together”

#### **2. Mission**

To assist building the capacity of Member Customs Administrations to continuously strive for securing and facilitating trade

#### **3. Strategic Action Plan**

In accordance with the Terms of Reference of the ROCB A/P, as revised at the 19th Regional Heads of Customs Administration Conference in May 2018, the ROCB A/P has set the following Strategic Action Plan. In order to ensure the close linkage and alignment with the A/P Regional Strategic Plan (RSP) for 2018-2020, most of the specific actions under this Strategic Action Plan refer to or quotes the relevant milestone actions of the RSP, which are categorized into the following four pillars of the ROCB activities:

1. Support the implementation of WCO conventions, instruments and tools
2. Further enhance collaboration with development partners
3. Improve needs analysis, planning, delivery and management of regional capacity building activities
4. Enhance communication and information sharing among members

In line with the A/P RSP 2018-2020, this ROCB A/P Strategic Action Plan also applies for 2-year term from July 2018 to June 2020.

## ROCB A/P Strategic Action Plan (2018-2020)

### 1. Support the implementation of WCO conventions, instruments and tools

Specific Actions of ROCB A/P	Relevant part of RSP 2018-2020	KPI	Target	Timeframe in the RSP
5. Upon request, assist Member's effort in implementing risk management tools including guidelines and Standardized Risk Assessment	1.1.1 - 1st milestone	Number of implementing Members	At least 22/33 Members	On-going
6. Upon request, assist Member's effort in developing national risk management database (e.g. nCEN)	1.1.1 - 3rd milestone	Number of Members	At least 14/33 Members	June 2020
7. Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool	1.1.1 - 4th milestone	Number of Members	33/33 Members	June 2020
8. Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program	1.1.2 – 2nd milestone	Number of assistance provided	At least once per year	On-going
9. Upon request, assist Member's efforts in implementing trade recovery activities	1.1.2 - 4th milestone	Number of assistance provided	At least once per year	On-going
10. Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC)	1.1.3 - 1st milestone	Number of contracting Members	At least 24/33 Members	June 2020
11. Upon request, assist Member's effort in implementing the WTO Trade Facilitation Agreement (TFA)	1.1.3 - 2nd milestone	Number of implementing Members	At least 19/33 Members	June 2020



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12. Upon request, assist Member's effort for: (1) smooth implementation of HS 2017 (for CPs) (2) adoption of the HS (for non-CPs)	1.1.3 - 3rd milestone	(1)Number of implementing Members (2)Number of contracting Members	(1) At least 28 Members  (1) At least 4 new contracting parties	On-going
13. Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation	1.1.3 – 4th milestone	Number of implementing Members	At least 33/33 Members	On-going
14. Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines	1.1.3 - 5th milestone	Number of Members	33/33 Members	June 2020
15. Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO)	1.1.3 - 6th milestone	Number of Members	33/33 Members	June 2020
16. Upon request, assist Member's effort in implementing WCO Data Model	1.1.3 – 7 <sup>th</sup> milestone	Number of implementing Members	33/33 Members	On-going
17. Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief	1.1.3 – 8 <sup>th</sup> milestone	Number of implementing Members	At least 20/33 Members	On-going
18. Upon request, assist Member's effort in implementing the WTO Valuation Agreement	1.1.3 – 9 <sup>th</sup> milestone	Number of contracting Members	33/33 Members	On-going
19. Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme	1.1.3 – 10 <sup>th</sup> milestone	Number of Members	33/33 Members	On-going
20. Upon request, assist Members' effort in implementing Cross-Border E-Commerce Framework of Standards (FoS)	1.1.3 – 11 <sup>th</sup> milestone	Number of implementing Members	20/33 Members	June 2020

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21. Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM)	1.2.1 - 2nd milestones	Number of operating CBM	33/33 Members	June 2020
22. Upon request, assist Members' effort in implementing Single Window	1.2.1 - 2nd milestones	Number of operating SW	33/33 Members	June 2020
23. Upon request, assist Member's effort in enhancing Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects	1.2.2 - 1st to 3rd milestones	Number of participation	33/33 Members	June 2020
24. Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers	2.1.1 - 4th milestone	Number of Members accepted WCO Recommendation	At least 17/33 Members	June 2020
25. Work with Vice Chair and Members to promote activities to raise awareness of IPR issues	2.2.1 - 2nd milestone	Number of discussions in meetings in A/P region	At least once per year	June 2020
26. Work with Vice Chair and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP))	2.2.1 - 3rd milestone	Number of discussion in meetings in A/P region	At least once per year	June 2020
27. Work with RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife)	2.2.1 - 4th milestone	Number of activities conducted in A/P region	At least once per year	June 2020
28. Upon request, assist Member's effort in enhancing border security in order to tackle with terrorists threats	2.2.1 – 5th milestone	Number of activities conducted in A/P region	At least once per year	June 2020

# ROCB A/P Annual Report 2017/2018

29. Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA)	3.2.2 - 1st milestone	Number of CB activities undertaken	At least 3 times per year	June 2020
30. Work with RILO A/P and Members to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)	3.2.2 - 2nd milestone	Number of CB activities undertaken	At least 3 times per year	June 2020
31. Upon request, undertake leadership and management training programs	3.2.3 - 1st milestone	Number of activities	At least once per year	June 2020
32. Upon request, assist Member's effort in devising and implementing integrity action plan	3.2.3 - 2nd milestone	Number of implementing Members	33/33 Members	On-going

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Relevant part of RSP 2016-2018	KPI	Target	Timeframe in the RSP
a) Enhance cooperation, coordination and mutual understanding between development partners and ROCB A/P	1.2.3	Number of exchange of information	At least 4 times per year	On-going
b) Promote joint activities with international and regional development partners	3.1.1 – 3rd milestone	Number of activities	At least twice per year	June 2020

## 3. Improve needs analysis, planning, delivery and management of regional capacity building activities

Specific Actions of ROCB A/P	Relevant part of RSP 2016-2018	KPI	Target	Timeframe in the RSP
a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers	3.1.1 – 2nd milestone	Number of opportunities provided	At least once every quarter	June 2020
b) Pool, utilize, support and increase accredited experts in the region based on the framework	3.1.2 - 1st milestone	Number of experts utilized	Use of accredited experts for at least one half of the requested missions	June 2020
c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts	3.1.2 - 2nd milestone	Number of implementing Members	At least 20/33 Members	June 2020
d) Work with developed Members to ensure their contribution to the regional capacity building activities	3.1.2 - 3rd milestone	Number of contributions	Meet at least 75% of the ROCB requests	June 2020
e) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation	3.2.1 - 1st milestone	Number of surveys conducted	At least once per year	June 2020
f) Develop and conduct capacity building activities paying due attention to the needs and priorities identified	3.2.1 - 2nd milestone	Number of CB activities	At least once per year	June 2020
g) Work with the WCO Secretariat and Members to evaluate the regional capacity building program	3.2.1 - 3rd milestone	Results of participants' evaluation	At least average of 4 out of 5	June 2020
h) Work with regional training coordinator to feed results back into planning for regional capacity building activities	3.2.1 - 4th milestone	Number of post action undertaken	At least once per year	June 2020
i) Evaluate the impact of capacity building activities through follow-up surveys	3.2.1 – 5th milestone	Result of the evaluation	At least 50% of positive replies	June 2020



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j) Further strengthen cooperation among 7 Regional Training Centers (RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region	ROCB A/P specific (not mentioned in the RSP)	Number of activities	At least once per year	June 2020
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## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Relevant part of RSP 2016-2018	KPI	Target	Timeframe in the RSP
a) Work with Members, Vice Chair and RILO A/P to share experiences on capacity building activities with Members on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters)	3.1.1 - 1st milestone	Number of sharing experiences	At least once every quarter	June 2020
b) Work with Members, Vice Chair and Regional Training Centers (RTCs) to share good practices and forward thinking work with other Members via regional communication tools	ROCB A/P specific (not mentioned in the RSP)	Number of items shared	At least once per quarter	On-going
c) Work with Vice Chair, RILO A/P and interested Members to ho region) to hold “visiting expert” exchanges, speaking events, webinars or TED talks featuring keynote speakers and experts (from inside or outside region) to highlight pertinent strategic issues	3.3.1	Number of talks and uptake across the region	At least once every quarter	June 2020

## ROCB A/P Annual Work Plan (2018-2019)

### 1. Support the implementation of WCO conventions, instruments and tools

Specific Actions of ROCB A/P (Relevance to A/P RSP 2018-2020)	Annual Work Plan for 2018-2019	RSP Key Performance Indicator
a) Upon request, assist Member's effort in implementing risk management tools including guidelines and Standardized Risk Assessment <i>(RSP 1.1.1 - 1st milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Cambodia, Iran, Malaysia, Maldives, Philippines, Sri Lanka, Thailand and Vietnam</li> <li>➤ Organize a sub-regional workshop on risk management and compliance management for the Pacific <i>(See also 1-(y))</i></li> <li>➤ Organize a regional workshop on NII equipment and automated threat recognition <i>(See also 1-(y))</i></li> <li>➤ Conduct a national workshop on set-up of National Targeting Center for Pakistan <i>(See also 1-(b))</i></li> </ul>	Number of implementing Members
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN) <i>(RSP 1.1.1 - 3rd milestone)</i>	<ul style="list-style-type: none"> <li>➤ Upon request, provide assistance in developing national database for risk management</li> <li>➤ Conduct a national workshop on set-up of National Targeting Center for Pakistan <i>(See also 1-(a))</i></li> </ul>	Number of Members

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c) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool <i>(RSP 1.1.1 - 4th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on valuation training and valuation database for Bhutan</li> <li>➤ Organize a sub-regional Workshop on Revenue package for the Pacific <i>(See also 1-(h) and (i))</i></li> </ul>	Number of Members
d) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program <i>(RSP 1.1.2 – 2nd milestone)</i>	<ul style="list-style-type: none"> <li>➤ In cooperation with the WCO Secretariat, conduct a national workshop on evaluation of the implementation of the SAFE FoS for Afghanistan <i>(See also 1-(x) and (y))</i></li> </ul>	Number of assistance provided
e) Upon request, assist Member's efforts in implementing trade recovery activities <i>(RSP 1.1.2 - 4th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Upon request, provide the assistance in implementing trade recovery activities</li> </ul>	Number of assistance provided
f) Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC) <i>(RSP 1.1.3 - 1st milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on the implementation of the RKC for Afghanistan</li> </ul>	Number of contracting Members
g) Upon request, assist Member's effort in implementing the WTO Trade Facilitation Agreement (TFA) <i>(RSP 1.1.3 - 2nd milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on TFA implementation and performance measurement <i>(See also 1-(y))</i></li> <li>➤ Upon request, conduct national workshop(s) on implementing WTO TFA</li> <li>➤ Conduct national workshops on advance ruling on classification for Bhutan, Nepal and Papua New Guinea <i>(See also 1-(h) and (y))</i></li> <li>➤ Organize a regional workshop on Special Economic Zone</li> <li>➤ Upon request, provide assistance on Special Economic Zone</li> <li>➤ Organize a regional workshop on transit <i>(See also 1-(y))</i></li> </ul>	Number of implementing Members

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h) Upon request, assist Member's effort for: (1) smooth implementation of HS 2017 (for CPs) (2) adoption of the HS (for non-CPs) <i>(RSP 1.1.3 - 3rd milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshop on HS for Vietnam</li> <li>➤ Conduct national workshops on advance ruling on classification for Bhutan, Nepal and Papua New Guinea <i>(See also 1-(g) and (y))</i></li> <li>➤ Organize a sub-regional Workshop on Revenue package for the Pacific <i>(See also 1-(c))</i></li> </ul>	(1) Number of implementing Members (2) Number of contracting Members
i) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation <i>(RSP 1.1.3 – 4th milestone)</i>		Number of implementing Members
j) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines <i>(RSP 1.1.3 - 5th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on TRS for Fiji and Samoa</li> <li>➤ Organize a regional workshop on accreditation of TRS experts <i>(See also 3-(b))</i></li> </ul>	Number of Members
k) Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO) <i>(RSP 1.1.3 - 6th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on ROO for Laos</li> </ul>	Number of Members
l) Upon request, assist Member's effort in implementing WCO Data Model <i>(RSP 1.1.3 – 7th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize national workshops on Customs ICT for Iran and Pakistan</li> <li>➤ In cooperation with partner organization, organize a regional workshop on ICT Masterclass <i>(See also 1-(r) and 2-(b))</i></li> <li>➤ Conduct national workshops on Single Window and data Model for Mongolia <i>(See also 1-(r))</i></li> </ul>	Number of implementing Members
m) Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief <i>(RSP 1.1.3 – 8th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Upon request, provide assistance for the implementation of the WCO Resolution on Natural Disaster Relief</li> </ul>	Number of implementing Members



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n) Upon request, assist Member's effort in implementing the WTO Valuation Agreement <i>(RSP 1.1.3 – 9<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on Valuation and Transfer Pricing for Thailand</li> <li>➤ Organize a Joint WCO-OECD regional workshop on Customs Valuation and Transfer Pricing <i>(See also 2-(b))</i></li> </ul>	Number of contracting Members
o) Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme <i>(RSP 1.1.3 – 10<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on PCA for Sri Lanka and Vanuatu</li> </ul>	Number of Members
p) Upon request, assist Members' effort in implementing Cross-Border E-Commerce Framework of Standards (FoS) <i>(RSP 1.1.3 – 11<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on cross-border e-commerce Framework of Standards</li> </ul>	Number of implementing Members
q) Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM) <i>(RSP 1.2.1 - 2nd milestones)</i>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on CBM for Nepal</li> </ul>	Number of operating CBM
r) Upon request, assist Members' effort in implementing Single Window <i>(RSP 1.2.1 - 2nd milestones)</i>	<ul style="list-style-type: none"> <li>➤ In cooperation with partner organization, organize a regional workshop on ICT Masterclass <i>(See also 1-(l) and 2-(b))</i></li> <li>➤ Conduct national workshops on Single Window and data Model for Mongolia <i>(See also 1-(l))</i></li> </ul>	Number of operating SW
s) Upon request, assist Member's effort in enhancing Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects <i>(RSP 1.2.2 - 1st to 3rd milestones)</i>	<ul style="list-style-type: none"> <li>➤ In cooperation with business sector, organize a sub-regional workshop on IPR for ASEAN <i>(See also 1-(u) and (z))</i></li> </ul>	Number of participation

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t) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers <i>(RSP 2.1.1 - 4th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Upon request, provide assistance for the introduction and/or use of API/PNR</li> <li>➤ Organize a regional workshop on the Regional Security Framework (<i>See also 1-(x) and (y)</i>)</li> </ul>	Number of Members accepted WCO Recommendation
u) Work with Vice Chair and Members to promote activities to raise awareness of IPR issues <i>(RSP 2.2.1 - 2nd milestone)</i>	<ul style="list-style-type: none"> <li>➤ In cooperation with business sector, organize a sub-regional workshop on IPR for ASEAN (<i>See also 1-(s) and (z)</i>)</li> <li>➤ Organize a regional workshop on accreditation of IPR-related legal advisors (<i>See also 3-(b)</i>)</li> <li>➤ Upon request, provide assistance on IPR issues (<i>See also 1-(z)</i>)</li> </ul>	Number of discussions in meetings in A/P region
v) Work with Vice Chair and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP)) <i>(RSP 2.2.1 - 3rd milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on commercial fraud and illicit financial flow (<i>See also 1-(z)</i>)</li> </ul>	Number of discussion in meetings in A/P region
w) Work with RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife) <i>(RSP 2.2.1 - 4th milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on environment program</li> </ul>	Number of activities conducted in A/P region
x) Upon request, assist Member's effort in enhancing border security in order to tackle with terrorists threats <i>(RSP 2.2.1 – 5th milestone)</i>	<ul style="list-style-type: none"> <li>➤ In cooperation with the WCO Secretariat, conduct a national workshop on evaluation of the implementation of the SAFE FoS for Afghanistan (<i>See also 1-(d) and (y)</i>)</li> <li>➤ Organize a regional workshop on the Regional Security Framework (<i>See also 1-(t) and (y)</i>)</li> <li>➤ Organize a regional workshop on money laundering (<i>See also 1-(z)</i>)</li> </ul>	Number of activities conducted in A/P region
y) Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA)	<ul style="list-style-type: none"> <li>➤ In cooperation with the WCO Secretariat, conduct a national workshop on evaluation of the implementation of the SAFE FoS for Afghanistan</li> </ul>	Number of CB activities undertaken

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<p><i>(RSP 3.2.2 - 1st milestone)</i></p>	<p><i>(See also 1-(d) and (x))</i></p> <ul style="list-style-type: none"> <li>➤ Organize a sub-regional workshop on risk management and compliance management for the Pacific <i>(See also 1-(a))</i></li> <li>➤ Organize a regional workshop on TFA implementation and performance measurement <i>(See also 1-(g))</i></li> <li>➤ Conduct a national workshop on WTO TFA for Cambodia</li> <li>➤ Upon request, provide assistance for the implementation of WTO TFA</li> <li>➤ Organize a regional workshop on transit <i>(See also 1-(g))</i></li> <li>➤ Organize a regional workshop on NII equipment and automated threat recognition <i>(See also 1-(a))</i></li> <li>➤ Conduct national workshops on advance ruling on classification for Bhutan, Nepal and Papua New Guinea <i>(See also 1-(g) and (h))</i></li> <li>➤ Organize a regional workshop on the Regional Security Framework <i>(See also 1-(t) and (x))</i></li> <li>➤ Conduct a national workshop on SAFE for Myanmar</li> </ul>	
<p>z) Work with RILO A/P and Members to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)</p> <p><i>(RSP 3.2.2 - 2nd milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ In cooperation with business sector, organize a sub-regional workshop on IPR for ASEAN <i>(See also 1-(s) and (u))</i></li> <li>➤ Organize a regional workshop on money laundering <i>(See also 1-(x))</i></li> <li>➤ Organize a regional workshop on commercial fraud and illicit financial flow <i>(See also 1-(v))</i></li> <li>➤ Upon request, provide assistance on IPR issues <i>(See also 1-(u))</i></li> </ul>	<p>Number of CB activities undertaken</p>
<p>aa) Upon request, undertake leadership and management training programs</p> <p><i>(RSP 3.2.3 - 1st milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on human resource development for Indonesia</li> <li>➤ Conduct national workshops on training management for Myanmar and Vietnam</li> </ul>	<p>Number of activities</p>

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	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Leadership Management Development for Laos and Mongolia (<i>See also 1-(bb)</i>)</li> <li>➤ Organize a regional workshop on training management (<i>See also 3-(a)</i>)</li> </ul>	
bb) Upon request, assist Member's effort in devising and implementing integrity action plan <i>(RSP 3.2.3 - 2nd milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Leadership Management Development for Laos and Mongolia (<i>See also 1-(aa)</i>)</li> <li>➤ Upon request, provide assistance on integrity action plan</li> </ul>	Number of implementing Members

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P <i>(Relevance to A/P RSP 2018-2020)</i>	Annual Work Plan for 2018-2019	RSP Key Performance Indicator
a) Enhance cooperation, coordination and mutual understanding between development partners and ROCB A/P <i>(RSP 1.2.3)</i>	<ul style="list-style-type: none"> <li>➤ Continue strategic dialogues and cooperation with development partners through participation in the meetings and seminars organized by them</li> </ul>	Number of exchange of information



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<p>b) Promote joint activities with international and regional development partners</p> <p><i>(RSP 3.1.1 – 3rd milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ In cooperation with partner organization, organize a regional workshop on ICT Masterclass <i>(See also 1-(l) and (r))</i></li> <li>➤ Continue to work with WB, ADB, UNEP and other interested development partners to conduct joint projects for reform and modernization of Member administrations and send experts for the joint projects</li> <li>➤ Participate in sub-regional meetings organized by development partners to monitor and assist Members' efforts in reform and modernization</li> <li>➤ Organize a Joint WCO-OECD regional workshop on Customs Valuation and Transfer Pricing <i>(See also 1-(n))</i></li> </ul>	<p>Number of activities</p>
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## 3. Improve needs analysis, planning, delivery and management of regional capacity building activities

<p>Specific Actions of ROCB A/P</p> <p><i>(Relevance to A/P RSP 2018-2020)</i></p>	<p>Annual Work Plan for 2018-2019</p>	<p>RSP Key Performance Indicator</p>
<p>a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers</p> <p><i>(RSP 3.1.1 – 2nd milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on training management <i>(See also 1-(aa))</i></li> </ul>	<p>Number of opportunities provided</p>
<p>b) Pool, utilize, support and increase accredited experts in the region based on the framework</p> <p><i>(RSP 3.1.2 - 1st milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Organize regional accreditation workshops on experts of IPR-related legal advisory and TRS respectively and utilize the region's accredited experts on various occasions of regional/national workshops <i>(See also 1-(j) and (u))</i></li> <li>➤ Discuss and cooperate with Regional Training Centers to keep update the knowledge and skills of these accredited experts and candidates</li> </ul>	<p>Number of experts utilized</p>

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c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts <i>(RSP 3.1.2 - 2nd milestone)</i>	➤ Take every possible opportunity to promote the WCO e-learning programs and CLiKC! platform in cooperation with the RTCs and accredited experts to support Members' continuous self-efforts for training of their personnel	Number of implementing Members
d) Work with developed Members to ensure their contribution to the regional capacity building activities <i>(RSP 3.1.2 - 3rd milestone)</i>	➤ Identify areas of existing expertise and their possible inputs from the developed Members and seek further contribution from them for the regional capacity building activities at an early stage of planning	Number of contributions
e) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation <i>(RSP 3.2.1 - 1st milestone)</i>	➤ Work with the Regional Training Coordinator to further review capacity building needs survey aiming at properly collecting Members' most current needs and reform/modernization priorities ➤ Work with the WCO Secretariat, Member and development partners to plan, deliver and review capacity building activities paying due attention to the Members' needs and priorities.	Number of surveys conducted
f) Develop and conduct capacity building activities paying due attention to the needs and priorities identified <i>(RSP 3.2.1 - 2nd milestone)</i>	➤ Conduct Regional Workshop Follow-Up Action Surveys and share findings with the WCO Secretariat, RTCs and Members as appropriate	Number of CB activities
g) Work with the WCO Secretariat and Members to evaluate the regional capacity building program <i>(RSP 3.2.1 - 3rd milestone)</i>		Results of participants' evaluation
h) Work with regional training coordinator to feed results back into planning for regional capacity building activities <i>(RSP 3.2.1 - 4th milestone)</i>		Number of post action undertaken

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i) Evaluate the impact of capacity building activities through follow-up surveys <i>(RSP 3.2.1 – 5th milestone)</i>		Result of the evaluation
j) Further strengthen cooperation among Regional Training Centers (RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region <i>(ROCB A/P specific (not mentioned in the RSP))</i>	➤ In cooperation with the Regional Vice Chair, convene a Meeting of Heads of RTC to further strengthen their network and devise regional strategy for the pooling and better use of the regional experts in capacity building activities	Number of activities

## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P <i>(Relevance to A/P RSP 2018-2020)</i>	Annual Work Plan for 2018-2019	RSP Key Performance Indicator
a) Work with Members, Vice Chair and RILO A/P to share experiences on capacity building activities with Members on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters) <i>(RSP 3.1.1 - 1st milestone)</i>	<ul style="list-style-type: none"> <li>➤ Issue ROCB A/P e-newsletters every 3 months and include more information on Members' experiences in reform and modernization</li> <li>➤ Maintain ROCB website and upload pertinent information in a timely manner to inform Members and stakeholders of the ROCB A/P's activities.</li> </ul>	Number of sharing experiences

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<p>b) Work with Members, Vice Chair and Regional Training Centers (RTCs) to share good practices and forward-thinking work with other Members via regional communication tools</p> <p><i>(ROCB A/P specific (not mentioned in the RSP))</i></p>	<p>➤ Assist Members, Vice Chair and the RTCs to share good practices by issuing a series of regional good practice reports on selected topics</p>	<p>Number of items shared</p>
<p>c) Work with Vice Chair, RILO A/P and interested Members to hold “visiting expert” exchanges, speaking events, webinars or TED talks featuring keynote speakers and experts (from inside or outside region) to highlight pertinent strategic issues</p> <p><i>(RSP 3.3.1)</i></p>	<p>➤ As appropriate, work with Vice Chair, RILO A/P and interested Members to hold “visiting expert” exchanges, speaking events, webinars or TED talks</p>	<p>Number of talks and uptake across the region</p>



### *Customs good practice report No. 16*



**By Ms. Eva SUEN**  
**Program Manager**

With the rapid change and wider availability of information and communication technology and mobile equipment, criminals are communicating with each other to plan and conduct their activities in a ubiquitous manner more and more. Drug traffickers as well use mobile technology for communication during their activities. Accordingly, personal computers and mobile equipment are often seized along with contraband by Customs officials. These communication tools, if properly analyzed, will surely reveal their activities and provide law enforcement officials with invaluable information on criminal proceeds and inform future law enforcement actions. Knowledge of the digital forensics is much needed for modern Customs investigation. Against these backgrounds, the ROCB A/P, in cooperation with Hong Kong Customs (HKC), organized the Regional Workshop on Computer Forensics in August 2013 in Hong Kong, China, and subsequently the ROCB A/P compiled a Customs Good Practice Report on Computer Forensics in December 2013 in cooperation with the Member administrations of Malaysia and Hong Kong, China.

Digital technology advances rapidly. In order to provide the regional Members with a platform to discuss and mutually study the latest digital forensic techniques, the ROCB A/P organized the Regional Workshop on Cyber Investigation and Digital Forensics in November 2017 in Hong Kong, China, under the sponsorship of CCF/Japan. A pre-workshop survey conducted by the ROCB A/P revealed that there were plenty of capacity building needs, especially the knowledge and skills in cyber



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investigation and digital forensics including the basic concepts of digital forensics - its model, principles and processes, introduction and application of forensic tools, digital evidence collection, digital evidence preservation and adducing digital evidence in court. To codify what have been learned from the afore-mentioned Regional Workshop in November 2017, the ROCB A/P updated the existing Customs Good Practice Report and incorporated updated practices of some of the regional Members and some practical recommendations on the Customs digital forensic scheme.

This special topic is to provide the gist of the updated Customs Good Practice Report, which will be published and circulated by end of January 2018 to the Member Customs administrations only.

## **1. Establishing Formal Structures**

Today's society is in the midst of a technological revolution. With advances in computer technology and telecommunications, connectivity between people and commercial activities has become ubiquitous. Many traditional crimes such as narcotics trafficking, money laundering, smuggling, intellectual property right violation, pornographic publication, financial fraud, etc. could be mirrored in the cyber space.

Not surprisingly, the proliferation of these forms of crime has stormed the enforcement world. The challenges brought by these crimes are not only limited in the scope of severity and financial damage but also in ways of investigative skills and presentation of digital evidence in criminal trials. Echoing the problem, Customs agencies should respond proactively by placing resources to setting up a specialized team, such as Computer Forensic Laboratory.



## **Computer Forensic Laboratory (CFL)**

Primary functions of the CFL include: providing quality computer forensic services to frontline staff and to raise officers' capability in the handling of computer equipment and digital information at the scene of crime through seminars and training; assuring integrity, accuracy and court admissibility, officers of the CFL have to closely observe the standards and best practices in the performance of computer forensic examinations or analysis; and revising procedural and quality manuals when required. On the technical front, CFL officers have to keep abreast of the latest technology, exploring and evaluating new forensic software and hardware in order to defeat "hi-tech" crimes. Furthermore, they have to constantly liaise with local and overseas law enforcement agencies to enhance knowledge and to share experience in cyber investigation and computer forensic.

All acquisitions and analysis processes are being carried out in a secured analysis room. The safety of the electronic evidence is confirmed through our internal control by preserving the chain of custody of the evidence. The access to the said secure room is strictly confined to our analyst and investigation officer.



## **2. Legislative Framework**

In the case of Malaysia, the Customs' competence in computer forensic is stipulated in the Customs Act of 1967 and the Evidence Act of 1950. In addition to these principal legislations, the Royal Malaysian Customs Department (RMCD) has promulgated own guidelines called the "Enforcement Order: Procedures to seize electronic evidence".

Whereas in Australia, the Australian Border Force (ABF) operates under a range of legislative frameworks in undertaking digital forensic activities. It is imperative that any activity undertaken is supported and authorized by a legislative power. Digital forensic activities are primarily undertaken utilizing the powers provided under the *Customs Act 1901* and *Migration Act 1958*. The ABF also has a range of powers provided by other legislation related to the examination of electronic devices under specified circumstances.

## **3. Hardware and Software Required for the Operation of CFL**

For most computer forensic professionals, the choice of whether to use open source and free tools or commercial tools comes down to budget. Open source software is free but does require a significant amount of testing and verification to ensure the results obtained using it can be replicated with other tools. Besides, open source tool has no vendor support and bug fixing guarantee. Regardless of whether the forensic tool is open source or commercial, the software used on examination must be tested to make sure that it performs as specified.

High end laptop computer units are also utilized for digital forensic activities required to be undertaken in the field, for example in remote localities and during the execution of search warrants for post-border operational activity. The laptop computers also utilize high end processors, a large amount of memory and a wide range of connection ports to access a wide range of storage media.

In respect of software, digital forensics uses a range of free and commercially produced digital forensic software to undertake activities. A number of software tools are utilized for specific tasks, such as mobile device examination, due to tools providing different capabilities across a range of devices. This also provides the ability to undertake verification of electronic data and any produced

results.

It is important that a “toolkit” of software tools is maintained for any given process to provide a complete coverage of devices as well as functionality of software. Reliance on a single tool can limit the ability to address operational requirements for any digital forensic activity.

#### ***4. Recruitment and Training of Staff for CFL***

For quality assurance and effective operation, officers being recruited must be well trained and experienced in cyber technology and investigation. Other than the laid down procedure and guidelines, officers involved should follow the following forensic principles when dealing with digital evidence in the course of their investigation and examination, namely:

- Actions taken to secure and collect digital evidence should not affect the integrity of that evidence.
- Persons conducting an examination of digital evidence should be trained for that purpose.
- Activity relating to the seizure, examination, storage, or transfer of digital evidence should be documented, preserved, and available for review.
- The examiner should be cognizant of the need to conduct an accurate and impartial examination of the digital evidence.

For comments and inquiries to the Customs Good Practice Reports, please contact Ms. Eva Suen, Program Manager, at [evasuen@rocbap.org](mailto:evasuen@rocbap.org).

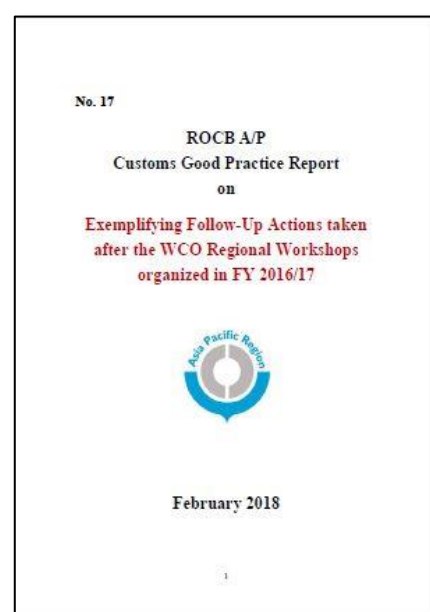


### *Customs Good Practice Report No. 17*

The WCO continuously discusses the way for achieving result-oriented capacity building delivery. In line with it, the ROCB A/P has conducted its Regional Workshop Follow-Up Action Surveys since 2015. In February 2018, the ROCB A/P published the Customs Good Practice Report No. 17 on Exemplifying Follow-Up Actions after Participation in the Regional Workshops organized in the FY2016/17 (July 2016 – June 2017), which is the third round of the continued ROCB A/P's initiative for optimizing the effects of the regional capacity building assistance activities in the A/P region.

This Good Practice Report provides the summation of the third round of the Follow-Up Action Survey on the WCO A/P sub-/regional workshops organized in the FY2016/17 and features several exemplified follow-up actions and remarkable effects realized. It is strongly hoped that the Member administrations are inspired from those exemplifying follow-up actions, and these administrations recognize the value of the WCO's capacity building assistance programs and the practical recommendations, which their respective workshop participants may make synergy with the on-going reform and modernization initiatives.

Following is the extracts of the third round of the regional workshop follow-up survey and the summaries of the major findings as contained in the Good Practice Report No. 17



### ***Summation of the ROCB A/P's 3<sup>rd</sup> Follow-Up Survey***

#### **(1) Responses to the Survey**

In the FY2016/17, the ROCB A/P organized a total of 13 sub-/regional workshops, excluding the accreditation workshops, and they are subject to the third round of the Follow-Up Action Survey in 2017. The ROCB A/P circulated questionnaires to all of the workshop participants approximately 6 months after the respective sub-/regional workshops were organized. Titles of the surveyed WCO sub-/regional workshops, as well as the numbers of the participated administrations and the replies to it, are shown in the following Table 1.

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(Table 1)

WCO Sub-/Regional Workshops subject to the Survey		No. of participated administrations	No. of replies
(1)	WCO Sub-regional Integrity for the Pacific (Jul. 2016)	8	5
(2)	WCO Regional Workshop on Non-Intrusive Inspection (Sep. 2016)	26	12
(3)	WCO Regional Workshop on Digital Customs and E-Commerce (Sep. 2016)	21	8
(4)	WCO Regional Workshop on Post Clearance Audit (Sep. 2016)	24	19
(5)	WCO Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (Nov. 2016)	21	13
(6)	WCO Regional Workshop on Capacity Building of Customs Laboratories for the Revenue Package Program and Trade Facilitation (Nov. 2016)	23	11
(7)	WCO Regional Workshop on Intelligence-led Risk Management (Nov. 2016)	21	7
(8)	WCO Sub-regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Customs Administrations (Mar. 2017)	7	3
(9)	WCO-UNESCAP 3 <sup>rd</sup> UNNExt Materclass: Digital Customs and Single Window in the Context of WTO TFA (Apr. 2017)	16	13
(10)	WCO Regional Workshop on Security Program (Apr. 2016)	25	14
(11)	WCO-UPU Regional Workshop on Postal Items (May. 2016)	22	10
(12)	WCO Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (May. 2016)	22	18
(13)	WCO Regional Workshop on Customs Valuation (Jun. 2016)	25	15
Total		261	148 (57 %)

## (2) Follow-Up actions taken by the workshop participants

Below Table 2 shows the number of replies indicating the specific follow-up actions taken after the respective regional Workshops.

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(Table 2)

(NB)	Shared Training materials	Submitted reports	Made Recommendations	Organized in-house workshop	Developed operational manuals	Others
(1)	3	2	1	1	1	3
(2)	9	10	9	4	2	1
(3)	5	4	3	2	2	1
(4)	15	16	13	9	4	6
(5)	12	13	8	6	2	1
(6)	7	8	7	3	4	2
(7)	7	6	2	3	0	0
(8)	2	3	2	1	3	0
(9)	8	11	4	2	0	1
(10)	11	13	8	2	0	8
(11)	7	8	5	2	3	2
(12)	11	14	12	5	4	5
(13)	12	12	9	7	2	4
Total	109	120	83	47	27	34

(NB) Sequential numberings of Regional Workshops shown correspondent to the numberings in the Table 1.

## ***Use of intranet to disseminate workshop materials***

More and more, the WCO workshops are organized in a paperless fashion, and distribution of relevant workshop materials are made via CLiKC! platform or saved in USBs. Training materials in electronic files are easily shared, especially by using intranet or common drive file, thus made them available to a large number of their colleagues. Several participants translated these workshop materials into national languages for their colleagues' easier reference.

## ***In-house workshops to share lessons learned from the Workshops***

It is worth mentioning that more Member administrations organized in-house workshops to disseminate their lessons learned, including the other administrations' good practices, and discuss recommendations for their operational amelioration. The results of the previous Follow-Up Surveys showed that 6 Member administrations organized in-house workshops in the FY2014/15, and 18 Member administrations in the FY2015/16 respectively. As for the sub-/regional workshops organized in the FY2016/17, the third-round survey shows that 19 Member administrations conducted at least 47 in-house workshops. The Member administrations organized in-house workshops in the wake of the workshops in FY2016/17 are: Bhutan, Cambodia, China, Fiji, India,

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Indonesia, Malaysia, Maldives, Mongolia, Myanmar, Nepal, New Zealand, Pakistan, Samoa, Sri Lanka, Thailand, Timor-Leste, Tonga and Vanuatu.

## ***(Recommendation) Workshop reports should be required***

Although the Survey showed us several good practices as above, it was also revealed that not all participants filed their reports to their managers, or shared workshop materials. As repeatedly stressed, the lessons learned should be institutionalized, not be withheld by the participants by themselves, because the programs for the sub-/regional workshops are designed for providing food-for-thought for organizational reform and modernization, along with the organizational exchange of good practices. Participants to the sub-/regional workshops should bear in mind that they are represent their administrations and expected to play the role of trainers and rapporteurs once they are back to home administrations. Otherwise, there is no chance to realize the effects. The ROCB A/P therefore strongly recommends that the workshop participants should be required to submit their reports to the managers in the right time manner as the minimal follow-up action, in context of institutionalize the lessons learned.

## **(3) Observed direct effects realized from the application of lessons learned**

In the wake of the sharing of the workshop materials and application of lessons learned at the administrative level in the operational and institutional context, the workshops have resulted in a series of tangible benefits. The counts of the replies to this question are shown in the following Table 2.

(Table 2)

WCO Regional Workshops subject to the Survey		Total no. of replies (NB)	Direct effects realized	Direct effects <u>not</u> realized
(1)	WCO Sub-regional Integrity for the Pacific (Jul. 2016)	5	2	3
(2)	WCO Regional Workshop on Non-Intrusive Inspection (Sep. 2016)	12	9	3
(3)	WCO Regional Workshop on Digital Customs and E-Commerce (Sep. 2016)	8	7	1
(4)	WCO Regional Workshop on Post Clearance Audit (Sep. 2016)	19	13	6
(5)	WCO Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (Nov. 2016)	13	8	5
(6)	WCO Regional Workshop on Capacity Building of Customs Laboratories for the Revenue Package Program and Trade Facilitation (Nov. 2016)	11	5	6



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(7)	WCO Regional Workshop on Intelligence-led Risk Management (Nov. 2016)	7	4	3
(8)	WCO Sub-regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Customs Administrations (Mar. 2017)	3	1	2
(9)	WCO-UNESCAP 3 <sup>rd</sup> UNNExt Materclass: Digital Customs and Single Window in the Context of WTO TFA (Apr. 2017)	13	8	5
(10)	WCO Regional Workshop on Security Program (Apr. 2016)	14	10	4
(11)	WCO-UPU Regional Workshop on Postal Items (May. 2016)	10	7	3
(12)	WCO Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (May. 2016)	18	12	6
(13)	WCO Regional Workshop on Customs Valuation (Jun. 2016)	15	10	5
Total		148	96 (65%)	52 (35%)

(NB) Total numbers of replies to this question do not necessarily equal to the number of replies to this Survey, since some participants did not indicate either yes or no.

65% of the replies indicated that the participants observed direct effects from application of the lessons learned at the managerial and operational levels. Most immediate and prominent tangible results were the increase in the numbers of cases and amount of contraband seizures and additional revenue collection. For example, Maldives Customs reported that, after the participation in the Regional Workshop on NII, they introduced the “red and green” channel supported by better use of x-ray machines at the airport, thus drug seizures were 3 times more than last year. Another dedication of the workshop to the improvement of effectiveness is to enhancing information and experience sharing among the workshop participants. It is quite encouraging to become aware that the workshop participants are keen to learn more from other Member administrations’ good practices through continued dialogue among themselves going beyond the limited time made available during the respective sub-/regional workshops.

On the other hand, 34% of the replies say that there is no observed direct impact for the time being, but several of them explained that it could take more time to realize the effects at the border mainly because the topics covered at the workshops have not been introduced yet or more time is needed for the initiate and matures the usage of the new methodologies and/or practices.

In addition to the above-mentioned numerically measurable effects, i.e. increase in the seizures and additional revenue collection, the Survey shows that the following tangible and direct effects were perceived, among other things:

- Revision of the existing Standard Operational Procedures (SOPs) to ensure alignment with

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the WCO guidelines and WTO requirements, thus increased the number of reports of seizures at the border for illegal and prohibited goods (Samoa after the Sub-regional Workshop on Integrity for the Pacific);

- Introduction of “red and green” channel at the airport and more dependence on x-ray. Drug seizures were 3 times more than that of last year. (Maldives after the Regional Workshop on NII);

- Enactment of a new regulation (Finance Ministry Decree) on import of postal goods, which stipulates new measures and technique believed to be contributing to the improvement of efficiency, speed, accuracy, ease of tariff classification and shipment tracking. (Indonesia after the Regional Workshop on Digital Customs and E-Commerce);

- Editing some publications as a guide for frontline colleagues (China after the Regional Workshop on Laboratories);

- Development and use of risk profiles and the single trader database to grade the reliability and risk of importers (Hong Kong China after the Regional Workshop on Intelligence-led Risk Management); and

- Recognition of the importance of IPR protection, which has led to drafting of new IPR regulation (Laos after the Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy).

## **(4) Modernization projects initiated based on the lessons learned from the workshops**

As stated in the WCO’s current Capacity Building Strategy, the WCO or the ROCB A/P does not necessarily supervise the Members’ continued reform and modernization efforts and programs. Rather, it relies on the Member administrations’ organizational priority and ownership.

The WCO’s capacity building assistance programs provide the regional Member administrations with abundant food-for-thought for initiating modernization projects. In this regard, the ROCB A/P is keen to see how the WCO sub-/regional workshops have led to fostering the Members’ ownership and self-efforts towards improving institutional work performance and its efficiency and effectiveness. It may not be realized overnight, and it may require drastic revision of the current practices and intensive debate within the administrations concerned in the form of their reform and modernization projects.

In addition to the above question on the realization of direct effects (i.e. above paragraph (3)), this question focuses on whether the dissemination and application of lessons learned in the operational and institutional context have led to initiating any modernization projects.

The counts of the replies to this question is shown in the following Table 3.

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(Table 3)

WCO Regional Workshops subject to the Survey		Total no. of replies (NB)	Project initiated	Project not initiated
(1)	WCO Sub-regional Integrity for the Pacific (Jul. 2016)	5	3	2
(2)	WCO Regional Workshop on Non-Intrusive Inspection (Sep. 2016)	12	9	3
(3)	WCO Regional Workshop on Digital Customs and E-Commerce (Sep. 2016)	8	6	2
(4)	WCO Regional Workshop on Post Clearance Audit (Sep. 2016)	19	14	5
(5)	WCO Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (Nov. 2016)	13	6	7
(6)	WCO Regional Workshop on Capacity Building of Customs Laboratories for the Revenue Package Program and Trade Facilitation (Nov. 2016)	11	8	3
(7)	WCO Regional Workshop on Intelligence-led Risk Management (Nov. 2016)	7	5	2
(8)	WCO Sub-regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Customs Administrations (Mar. 2017)	3	2	1
(9)	WCO-UNESCAP 3 <sup>rd</sup> UNNExt Materclass: Digital Customs and Single Window in the Context of WTO TFA (Apr. 2017)	13	11	2
(10)	WCO Regional Workshop on Security Program (Apr. 2016)	14	10	5
(11)	WCO-UPU Regional Workshop on Postal Items (May. 2016)	10	7	3
(12)	WCO Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy in the Asia/Pacific Region (May. 2016)	18	10	8
(13)	WCO Regional Workshop on Customs Valuation (Jun. 2016)	15	5	10
Total		148	96 (65%)	53 (36 %)

(NB) Total numbers of replies to this question do not necessarily equal to the number of replies to this Survey, since some participants did not indicate either yes or no, and there were plural participants took part from some administrations.

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As for the Survey 2017, 65% of the replies confirmed that the participation in the workshop and subsequent recommendations have resulted in initiating such modernization projects. These modernization projects may not be new initiatives, but the lessons learned from the workshops could complement on-going reform and modernization projects as a matter of course.

Below is a showcase of some of the indicated modernization projects newly initiated and/or on-going projects being complemented with the lessons learned from the workshops:

- Procurement of new x-ray machines and/or hand-held narcotics analyzers applying the lessons learned from the Workshop (Malaysia, Maldives, New Zealand, Samoa and Tonga after the Regional Workshop on NII);
- Consolidating stakeholders to draft regulation in order to properly arrange framework for institutional strengthening, particularly competence of other Government Agencies related to cross border digital trade (Indonesia after the Regional Workshop on Digital Customs and E-Commerce);
- Creation of new PCA Unit (Bhutan and Iran Drafting after the Regional Workshop on PCA);
- Development of training programs and conduct of workshops thereof for auditors and other officers who could be deployed to PCA section (Fiji after the Regional Workshop on PCA);
- Development of segmentation of trader's matrix based on its impact to national interest (x-axis) and compliance level (y-axis) for the goals of: increase audit coverage ration; increasing accuracy of audit target; increasing the effectivity of treatment taken for high, medium and low risk trader; equalization of task in each Customs division; and minimize compliance cost. (Indonesia after the Regional Workshop on PCA);
- Initiation of the Data Warehousing Project (Samoa after the Regional Workshop on PCA);
- Development of the IPR database, consists of right holder contact address, pattern or picture for identify counterfeit goods (Thailand and Fiji after the Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy);
- Establishment of an IPR Regulation Revision Working Group to revise and draft new IPR regulation (Laos after the Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy);
- Installation of An Anti-Smuggling Intelligence System for risk profiling of baggage goods and containerized cargo based on their routes, countries of origin, destination and other relevant information (Thailand after the Train-the-trainer Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy);
- Discussion on a big data system to better manage risks of different commodities, although it is still in discussion phase (Hong Kong China after the Regional Workshop on Intelligence-led Risk Management);
- Installation of a new profiling computer system that will help analyze collected huge data in order to improve effectiveness and efficiency in profiling risk matter (Thailand after the Regional Workshop on Intelligence-led Risk management);
- Upgrading of the "hands-on simulated training" for the supporting staff, and detailed digital handbooks are being prepared for providing guidance to field formations. Also, started using cloud computing, IOTs, etc. for collecting data from the field all over the country (India after WCO-UNESCAP 3rd UNNExt Materclass);
- Integration of electronic air cargo manifest data from cargo agents and airlines (Maldives after



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WCO-UNESCAP 3rd UNNExt Materclass);

- Installation of the CEN and nCEN so that information will be made available to Investigation Officers with indicators and reasons thereof (Fiji after the Regional Workshop on Security Program);
- In the process of developing API/PNR system (Pakistan after the Regional Workshop on Security program);
- Incorporation of the Right Holders' Recordation System in the ASUCUDA World with new IPR rules (Bangladesh after the Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy);
- Creation of a post on the Customs homepage in English with a view to promoting the traders' registration of their IPR with Customs. (Mongolia after the Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy); and
- Plan to develop IPR data system (Vietnam after the Follow-Up Workshop for the WCO Joint Enforcement Action against Counterfeiting and Piracy).

## **(5) General observation by the ROCB A/P**

As seen in the above summation, it is clear that the workshop participants brought an abundance of information and lessons-learned back home and nicely institutionalized the knowledge by sharing them with the right persons/divisions for their attention and practical application thereof through various means, for example in-house briefing workshops or use of intranet, rather than withholding the knowledge for their own. Indeed, the impact from the participants' follow-up actions showed that the potential of application of these learns learned are huge and they should not be underestimated. In order to further optimize the effectiveness of the WCO's capacity building assistance programs, the ROCB A/P shall continue to encourage the workshop participants to consider exercising these good practices as appropriate. The ROCB A/P believes that participation of the right persons to the workshop with clear objectives and mid-set, the ownership and commitment of the respective workshop participants and continued dialogue are the keys for harvesting the good fruits from the collective efforts towards Customs reform and modernization. At the same time, the ROCB A/P considers that this survey exercise provides the WCO and the ROCB A/P with quite a good snapshot of on-going reform and modernization efforts made at the respective member administrations in the A/P region, thus supporting us to fulfill our tasks.

The ROCB A/P is going to continue this initiative to optimize the value of the regional capacity building assistance programs in cooperation with the WCO Secretariat and other development partners.

A copy of the Good Practice Report No. 17 can be downloaded from the ROCB A/P's webpage at <http://www.rocb-ap.org> at Resource page under Good Practice Report.

For questions and comments to this Good Practice report and/or the Follow-Up Actions Survey, please feel free to write to Mr. Kazunari Igarashi, Head of the ROCB A/P, by e-mail at [igarashi@rocbap.org](mailto:igarashi@rocbap.org).

### *Abbreviation*

ACD	Afghan Customs Department
ABF	Australian Border Force
ADB	Asian Development Bank
AEO	Authorized Economic Operator
AI	Artificial Intelligence
A/P	Asia Pacific
APG	Asia/Pacific Group on Money Laundering
APEC	Asia-Pacific Economic Cooperation
ASEAN	Association of Southeast Asia Nations
BOC	Bureau of Customs
CAREC	Central Asia Regional Economic Cooperation
CBC	Capacity Building Committee
CBEC	Central Board of Excise and Customs
CBM	Coordinated Border management
CCF	Customs Cooperation Fund
DP	Development Partner
ET	Expert Trainers
FBR	Federal Board of Revenue
FRCS	Fiji Revenue and Customs Service
GDCE	General Department of Customs and Excise of Cambodia
GTI	Greater Tumen Initiative
HRD	Human Resource Development
HRM	Human Resource Management
ICTs	Information and Communication Technologies
ICPO	International Criminal Police Organization
IFCBA	International Federation of Customs Brokers Associations
INCUI	International Network of Customs Universities
IoT	Internet of Things
IPR	Intellectual Property Right
IRICA	Islamic Republic of Iran Customs Administration
IRU	International Road Transport Union
JICA	Japan International Cooperation Agency
KCS	Korea Customs Service
LRA	Lesotho Revenue Authority
MACCS	Myanmar Automated Cargo Clearance System
MCD	Myanmar Customs Department
MOU	Memorandum of Understanding
MPA	Mercator Program Advisors
MRAs	Mutual Recognition Agreements/Arrangements
NBR	National Board of Revenue

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NII	Non-Intrusive Inspection
NORAD	Norwegian Agency for Development Cooperation
NPA	National Personnel Agency
OCO	Oceania Customs Organisation
ODS	Ozone depleting substances
OIE	The World Organization of Animal Health
PCA	Post Clearance Audit
PDR	People's Democratic Republic
PICARD	Partnerships in Customs Academic Research and Development
RCED	Royal Brunei Customs and Excise Department
REN	Regional Enforcement Network
RHCA	Regional Heads of Customs Administration
RILO A/P	Asia Pacific Regional Intelligence Liaison Office
RKC	Revised Kyoto Convention
RM	Risk Management
RMCD	Royal Malaysian Customs Department
ROCB	Regional Office for Capacity Building
ROCB A/P	Asia Pacific Regional Office for Capacity Building
ROO	Rules of Origin
RSP	Regional Strategic Plan
RTG	Regional Trade Group
RTC	Regional Training Center
SAFE FoS	SAFE Framework of Standard
SALW	Small Arms and Light Weapons
SCC	Shanghai Customs College
SOM	Senior Officials' Meeting
SW	Single Window
TCD	Thai Customs Department
TFA	Trade Facilitation Agreement
TOAs	Technical and Operational Advisers
TRS	Time Release Study
UN	United Nations
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNECE	United Nations Economic Commission for Europe
WCO	World Customs Organization
WTO	World Trade Organization



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