

WCO Asia Pacific Regional Office for Capacity Building



#### **SPECIAL TOPICS:**

- Modernization Initiatives: Thai Customs Department
- Special Contribution from Cambodia Custom
- Special Contribution from Bureau of Customs of the Philippines
- Contribution from Maldives Customs Service
- ROCB A/P homepage hyperlinks to the CLiKC! RP Module
- Publication of Good Customs Practice Report No. 15
- Nepal's Journey to Revised Kyoto Convention Accession



## Contents

Foreword	1
Special Topics	
Modernization Initiatives: Thai Customs Department	3
Special Contribution from Cambodia Custom	6
Special Contribution from Bureau of Customs of the Philippines	11
Contribution from Maldives Customs Service	17
ROCB A/P homepage hyperlinks to the WCO CLiKC! Revenue Package Module	20
Publication of Good Customs Practice Report No. 15	22
Nepal's Journey to Revised Kyoto Convention Accession	24

#### Workshops and Meetings

WCO Sub-Regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Countries	28
ROCB A/P accompanies WCO Secretary General to the Mission to the Union of Myanmar	29
ROCB A/P reports its work progress to the regional Directors General	31
ROCBs discuss Mercator Program at the WCO Headquarters	32
ROCB A/P promotes the WCO Revenue Package and Customs-Tax Cooperation Guidelines to assist implementation of the AEC2025	33



ROCB A/P speaks at the 18th Meeting of ARPEC	35
ROCB A/P moderates and speaks at the International Academic Conference on Economic Security	36
ROCB A/P joins the discussion on the region's future priorities	37
ROCB A/P joined Study Visit Program at Laem Chabang Port Customs Bureau	38
ROCB A/P speaks at the WCO-UNODC CCP Steering Committee Meeting	39

Staffs Updates	
Farewell to Ms. Alpha Wong	41
Welcome Ms. Eva Suen	43
Future Activities	45





#### Foreword

#### Dear Readers,

Thank you for taking some of your time to read our 56<sup>th</sup> E-Newsletter.



April is one of the hottest months in Thailand and it is the month of Songkran Festival, which means change or transition according to a knowledge source. Likewise, some Members in the A/P region celebrate a similar tradition. In Japan, my home country, April is known as the cherry blossom season. At the same time, April is the month of mixed feelings because, with the commencement of new fiscal year, there are retirements and new recruits. I wish all the best to those new

recruits, who have just joined the Customs in their brand new uniform, in their continued endeavors to be real professionals in various domains. I recall some faces of retired seniors, who taught me the way of doing the work and thinking, with great respect and appreciation. Capacity building is indeed a human resource development. I do hope they complete their services with lots of satisfaction and achievement, without regrets and leftovers. I feel obliged that I shall redouble my own engagement and commitment to the jobs assigned so that I may have a sense of achievement at the time of my retirement, although this is still many years away. In fact I still have 2 years and several months to go for the service at the ROCB A/P.

In mid-March this year, Ms. Alpha Wong has returned to her home administration after successful completion of her 2-year term secondment to the ROCB A/P. I really appreciate Hong Kong Customs for her secondment and providing an opportunity for us to work with her for the last 2 years. She was a great asset to the ROCB A/P and made countless contributions to our team, including the editing of our Annual Reports with innovative ideas with work statistics. ROCB A/P wishes her continued success in her professional path and a healthy and prosperous time with her family and friends. Ms. Wong's task has been replaced by Ms. Eva Suen. I appreciate Hong Kong Customs' seamless support with her secondment and look forward to working with her for the next 2 years.

This E-Newsletter features our activities for the period from January 2017 to March 2017. One of the biggest events for this period was the attendance at



#### Foreword

the Global Meeting of ROCBs-RTCs-Vice Chairs' Offices and WCO Capacity Building Committee meeting held in early March. At the meeting the strategy for the implementation of the WCO Mercator Program including the involvement of the regional entities were discussed. This E-Newsletter also features several contributions made by our regional Members, namely, Maldives, Thailand, Cambodia, and Philippines. These contributions feature their modernization cases initiated under the leadership of the top management, and a story of professional career development. ROCB A/P appreciates and welcomes these information and experience sharing. Readers may be profited from their experiences.

The ROCB A/P calls for the Readers' candid feedback and inputs to our E-Newsletter as well as any suggestions the activities undertaken by us to ensure high quality of work for the future.

April 2017

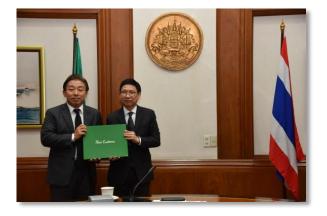
K. Iguti

Kazunari Igarashi Head of the ROCB A/P



#### **Modernization Initiatives: Thai Customs Department**

Author: Mr. Kulit Sombatsiri Director General of Thai Customs



A well-organized and modernized Customs service is one key factor that successfully balances various Customs responsibilities to ensure a high level of compliance and regulatory requirements while at the same time intervening as little as possible in the legitimate movement of goods across borders. In addition, it is recognized that conditions for Customs

modernization differ greatly across countries. Each Customs administration needs to tailor its modernization efforts to national objectives, implementation capacities, and resource availability. As a result, two key modernization initiatives were launched by the Thai Customs Department, namely, Customs Alliance and Customs Intelligence Center.

#### THE INITIATIVES IN DETAILS

#### **CUSTOMS ALLIANCE**

The "Customs Alliance" originates from Thai Customs' strong commitment to enhance collaboration and partnership with private sectors, taking into account transparency, predictability and integrity to reduce corruption and transaction costs for the private sectors. Under the Project, Thai Customs offers a new communication channel between Customs and the private sectors so as to provide quick suggestions and solve problems relating to any Customs matters. It is anticipated the Project will minimize disputes between Customs and the private sectors, and subsequently, reduce the business transaction costs in processing Customs formalities. In this connection, the "Customs Alliance Team" headed by the Director General of Thai Customs was established to launch and monitor the Project. The key functions and responsibilities of the Customs Alliance Team include the meeting with the private sectors to exchange ideas on





Customs services. Then, interested private sectors are invited to join the Customs Alliance Club by registering with Thai Customs.

Since December 2016, Thai Customs has visited various trade and business associations/companies to discuss the Project in collaborating with the private sectors and exchange views on the way forward. The associations/companies visited so far include the American Chamber of Commerce in Thailand



(AMCHAM), the Thai European Business Association (TEBA), the Australian-Thai Chamber of Commerce (AustCham), the Japanese Chamber of Commerce (JCC), the Korean-Thai Chamber of Commerce (KTCC), the New Zealand – Thai Chamber of Commerce (NZTCC), the Federation of Thai Industries, Siam Cement PLC., PTT Public Co., Ltd., and Apple South Asia (Thailand) Co., Ltd.

Apart from the Customs Alliance Team, Thai Customs also appointed an "Account Officer" to provide speedy communication channels for the private sectors as a one-stop contact point. The Account Officer is assigned to coordinate with a Local Account Officer who has expertise in each area and communicate back to the private sectors.

At the first stage, the pilot phase is open for companies importing/exporting products under eight Chapters of the Harmonized System (HS): Chapter 07 -Agriculture Products, Chapter 30 - Pharmaceutical Products, Chapter 39 - Plastics, Chapter 72 - Iron and Steel, Chapter 73 - Iron and Steels Products, Chapter 84 -Machineries, Chapter 85 - IT Products and Chapter 87 - Vehicles, which are products significantly contribute to revenue collection. Interested private sectors to join the Customs Alliance, may register via the Customs Website, www.customs.go.th. For more information please contact the team at ca.teamcustomsth@gmail.com.

#### **CUSTOMS INTELLIGENCE CENTRE**

Customs in the modern era has to cope with various challenges, for examples, the increasingly transnational nature of crime, effective crime prevention, good collaboration and effective cooperation mechanisms at both national and



international levels, "Globally Networked Customs", etc. Thai Customs, consequently, has established a "Customs Intelligence Centre" (CIC) at our Headquarters to facilitate communication and coordination on Customs compliance and law enforcement-related matters. CIC provides a strategic database to streamline and modernize Customs work processes. Information derived from the Customs Alliance Initiative is also incorporated into the CIC Database, allowing Thai Customs to address the business operators who present a risk to commit Customs offences. At the first stage, intelligence Database would corporate information from the eight key products: agriculture products, pharmaceutical products, plastics, iron and steel, iron and steels products, machineries, IT products and vehicles.

CIC will promote three key functions and responsibilities as follows:

- Serving as a centre for strategic database containing information such as business operators, Customs brokers, and import-export statistics;
- Serving as Thai Customs' central unit for monitoring/tracking, verifying/examining, analyzing and forecasting trends, impacts or threats/risks that may affect Customs control and facilitation; and
- Coordinating with related offices of the Thai Customs Department, other government agencies and the private sectors to enhance the efficiency of the CIC.



It is anticipated that the CIC will enable Thai Customs to have better operational law enforcement coordination at both national and international levels. It will also support our law enforcement operations across the key Customs risk areas.



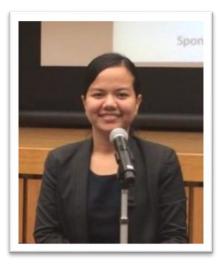
In conclusion, Thai Customs will continue to keep up with global developments and become one of the world's efficient agencies dealing with trade facilitation, social protection and supply chain security. We are confident that the Customs Alliance and the CIC could play a key role in achieving our commitments.

#### **Special Contribution from Cambodia Customs**

#### Adopting a culture of continuous learning

Contribution by Ms. Chansopheap Ouk Deputy Chief of International Affairs Cambodia Customs

Promoting a learning culture and empowering staff to be responsible for their own learning, thereby increasing their acquisition of knowledge and skills through a feeling of ownership should be a high priority for any modern organization. I as representative of Cambodia Customs also understand the importance of continuous learning throughout career path and through this article; I would like to share the experience of my own learning process. Before joining Cambodia Customs, I worked for one year as a policy officer



at the Cambodian office of the United Nations Development Programme (UNDP), where I was tasked with providing policy advice to different ministries' senior management officers on issues related to the capacity development of their staff. This was followed by a one-year stint as an economic researcher at a prestigious 'think tank' called the Economic Institute of Cambodia (EIC), after



graduating Master degree of Sciences in Asian Institute of Technology (AIT) in Thailand.

Later, in 2011, I began my Customs career at the General Department of Customs and Excise of Cambodia (GDCE), as an officer in the Department of Planning Technique and International Affairs. On dav, my verv first Т committed myself to increasing my knowledge and gaining new skills as much as possible, in order



to serve my administration to the best of my ability as well as to ensure my personal development. I could easily satisfy my keen interest in learning as there were various opportunities provided by, for example, GDCE, WCO Secretariat, the Asia/Pacific WCO Regional Office for Capacity Building, national Customs administrations such as those of Japan, China and Korea, as well as by development partners. Fortunately, I took advantage of these opportunities; I became involved in the preparation of the first handbook on Customs clearance, the establishment of an Advance Ruling Unit on the Harmonized System, Customs Valuation and Rules of Origin and my efforts paid off. In September 2015, Dr. Kun Nhem, the Director General of the GDCE, promoted me to the post of Deputy Chief of the International Affairs Office, an entity in charge of managing international and regional relationships. Moreover, I have also taken part in some of the most important working groups in the GDCE, and have been involved in the development of policies as well as in monitoring and coordinating the implementation of all Customs-related obligations stemming from bilateral and regional agreements signed by Cambodia.

As known, the vision of the GDCE is to become a modern Customs Administration, that meets international standards and best practices and that





is recognized both internationally and within Cambodia for its administrative and operational efficiency and high quality service to stakeholders. The vision and mission of the GDCE are perfectly aligned with the WCO. In this regards, I am always interested in developing my knowledge and skills in customs matters to meet the international standards.

In 2016, encouraged, supported by the Director General of GDCE, I decided to apply for a place in the 8th WCO Career Development Programme 2016/2017 and was chosen, together with nine other candidates, to work at the WCO Secretariat for 10 months as a Professional Associate. Launched in 2009 by the WCO, in cooperation with Japan Customs, the Programme is a clear indication of the WCO's long-standing commitment to raise the performance of Customs globally by championing the development of Customs officials.



Upon our arrival at the WCO Secretariat, all Professional Associates were required to participate the Leadership and Management Development (LMD) Workshop, organized as part of the WCO Fellowship Programme. The Workshop, which focused on developing our capacity to be good leaders, to create a healthy and positive work environment and to strengthen our relationships between subordinates and superiors, was really inspiring. Indeed, I hope to put what I have learnt into practice upon my return to Cambodia.



During my term at the WCO Secretariat, I have been assigned to the Tariff and Trade Affairs Directorate, led by Mr. Ping Liu, where I am benefiting from a wealth of experience not only relating to nomenclature and classification work, but also expanding my knowledge on capacity building, compliance and facilitation, and other areas of WCO work.

I have had the opportunity to attend many WCO working groups and committee meetings as an observer. This allowed me to enrich my knowledge on a wide range of issues and challenges related to Customs matters, including the solutions that have been agreed upon or developed to solve these issues and overcome the challenges. In addition such engagement with my work colleagues at the Secretariat and delegates from other WCO Member administrations helps me to further develop my professional and personal network and understand issues from an international perspective.

Besides working in our assigned Directorate at the WCO Secretariat, each Career Development Program participant has to produce a study paper on a topic of his/her choice. Therefore, I am now busy drafting my paper in the form of a report, which will look into the capacity building needs of Cambodia Customs in terms of classification work.





Although I am located at the WCO Secretariat, I can still contribute to the successful implementation of the reform and modernization program of Cambodia Customs. For example, I am involved in the preparation and coordination of such activities: as participation of Cambodia Customs in WCO capacity building activities planned for South East Asian countries under the WCO Security Program, activities that are financially supported by the Government of Japan; the organization of a 10-day LMD Workshop in May 2017; and the delivery of WCO technical assistance under the Revenue Package. I have also assisted the WCO Secretariat with the processing of three classification advice requests from my home administration. In fact, I am quite confident that upon my return, I will be even better armed to support my administration's initiatives in this respect.

With the above in mind, it would be prudent of me to quote the eminent author, Stephen Covey, who said, "An empowered organization is one in which individuals have the knowledge, skill, desire, and opportunity to personally succeed in a way that leads to collective organizational success."

I feel very privileged to be a Professional Associate at the WCO Secretariat, and I am taking full advantage of the opportunity to work at the international level with a view to later sharing my experience and knowledge gained with my Cambodian Customs colleagues and with other officials around the world.

With this very short overview of my career journey, I hope that it will inspire others, especially female Customs officers, and motivate them to take full advantage of the many opportunities offered to learn, discover the world and advance their careers to the benefit of their administrations.

#### More information:

chansopheap.ouk@wcoomd.org oukchansopheap@yahoo.com international-affairs@customs.gov.kh





#### **Special Contribution from the Bureau of Customs of the Philippines**

#### 6 March 2017

#### **Introduction**

Mr. Milo D. Maestrecampo, MBA, CSP, Director of Import Assessment Services, Bureau of Customs (BOC) of the Philippines, participated in the WCO Regional Workshop on Capacity Building of Customs Laboratories for the Revenue Package Programme and Trade Facilitation held on 9-11 November 2016 at WCO Regional Customs Laboratory (RCL) in Kashiwa, Japan. He made use of the lesson-learned and took follow-up actions for contributing to the further development of the Philippine Customs Laboratory (PCL). They are now accepting samples for laboratory analysis report by analyzing it through its current capacity or through recommendation for laboratory testing to other government or private laboratories.

In this regard, the restoration of the PCL will enable the BOC to enforce regulations in matters relating to Customs tariff, classification, and verification. They are hoping to reduce if not eradicate the incidence of misclassification or undervaluation of imports which will help collect precise duties and taxes with a view to protecting the society through the establishment of correct classification of goods for revenue purposes or through the protection of people against unsafe or dangerous products.

The below article is the current status of the PCL after the above-mentioned Workshop. The ROCB A/P is glad to see the workshop participant to take follow-up actions and hope it will inspire the other Customs administration on their Customs chemical analysis development.





#### **PHILIPPINE CUSTOMS LABORATORY**

By: Milo D. Maestrecampo, MBA, CSP Director, Import Assessment Service Bureau of Customs of the Philippines

The **Philippine Customs Laboratory (PCL)** objective since its creation is to ensure collection of proper duties and taxes and strictly enforce all Customs Laws, rules and regulations governing chemical and pharmaceutical shipments (CMO 36-93 dated 05 August 1993).

Under the administration of Customs Commissioner Nicanor E. Faeldon, the PCL is now on its course of reviving its function since it was neglected in the past years. Moreover, the Philippine Bureau of Customs (BOC) has started hiring new personnel/chemists to oversee the laboratory.

#### PCL Current Capacity

The new hired Chemists undertook a complete PCL inventory check. Most of the equipment is not upheld from the preceding years, thus some equipment is defective and unable to be used. Some chemicals stocked in the laboratory also expired and need to be replaced and disposed.

Furthermore, some equipment was examined and found to be still functional and ready for use while the others are working but in need of calibration and some repair.

Below is the list of equipment found in the PCL that are serviceable as of the moment.

Equipment	Findings	Remarks/Suggestions	
1. Oil Rotary Vacuum Pump	Power supply is working. Vacuum motor is working.	Serviceable	
2. Typewriter	Dusty & very old. Parts still functioning	Serviceable.	
3. Auto-Water Distillation Apparatus.	First filter was soiled. Second and third were slightly dirty. Power supply is working. Display is visible.	Serviceable. Recommend to change for filters.	
4. Fumehood	Power supply is working.	Serviceable.	



	Exhaust fan is functioning.		
5.120 Temperature	Power supply is working. Serviceable/ For replacement		
Oven	Thermostat is functioning.	steel trays.	
	Display is visible.		
	Corroded steel trays inside.		
6. Weighing Scale	Power supply is working.	Serviceable/for calibration.	
(Analytical Balance)	Display is visible.		
	Out of calibration.		
	Doubtful of result in weighing.		
7. Hot plate	Power supply is working.	Serviceable.	
	Temperature regulator is working.		
8. Hot plate with	Power supply is working.	Serviceable.	
stirrer	Temperature regulator is working.	Need to purchase magnetic	
	Stirring regulator is function.	Stirrer.	
9. Boiler	Power supply is working.	Serviceable.	
	Thermal regulator is working.		
	All parts were visible.		
10. Tensile Strength	Good as new.	Serviceable.	
Tester			
11. Mechanical Oven	Good as new.	Serviceable.	

Below is the list of equipment found in the PCL that are in need for consultation (instrumentation) and for calibration.

Equipment	Findings	Remarks/Suggestions	
1. Kokusan Centrifuge	Complete set.	For repair of speed selector.	
	Power supply is working.	Consult for repair technician.	
	Timer is not functioning.		
2. Seive Shaker	Power supply is working.	For replacement of sieve	
	Timer is still working.	shaker knob.	
	Seive shaker knob is not functioning anymore.		
3. Furnace 1500	Physical appearance is still polished.	For repair of temperature	
	Power supply is working.	regulator.	
	Display is visible.	Consult for repair technician.	
	Temperature regulator is not working.		
	Cannot reach the set temperature.		
4. Weighing Scale	Power supply is working.	For calibration.	
(Analytical Balance)	Display is visible.		
	Out of calibration.		
	Doubtful result in weighing.		
5. Auto-Surface	Power supply is working.	For calibration.	
Tensiometer	Display is visible.		
	Parts are well functioning.		
	Out of calibration.		



#### **INITIAL PCL Capacity Proposal**

It is the PCL's objective in accord of Commissioner's mandate to start with the testing of chemicals such as petroleum, oil, and fuel. Thus, the PCL staff has come up with a procurement proposal for equipment and chemical reagent to start the initial testing.

List of proposed equipment and chemical reagents needed for chemical testing:

Equipment	Function	Application
Fourier Transform- Infrared Spectrometer	Identify chemical compounds; Offer quantitative and qualitative analysis for organic and inorganic samples	<ul> <li>Consumer products, paints, polymers, coatings, foods, pharmaceuticals</li> <li>Organic and inorganic samples</li> </ul>
Analytical Balance	For accurate measurement of small mass of samples (sub-milligram range)	<ul> <li>Preparation of chemicals (reagents, solutions)</li> <li>Powdered and crystal samples</li> <li>Other materials/samples</li> </ul>
pH Meter	Measures the hydrogen-ion concentration in a solution, indicating its acidity or alkalinity	<ul> <li>Agriculture (soil)</li> <li>Water quality for water supply system</li> <li>Healthcare (sterilants, disinfectants)</li> <li>Brewery (alcohol, spirits, etc.)</li> <li>Many other applications</li> </ul>
Carbon/Sulfur Analyzer	Allow simultaneous analysis of high and low carbon and sulfur concentrations in one measurement	<ul> <li>alloys, carbides, cast iron, cement, ceramics, copper, glass, iron, minerals, ores, refractory metals, sand, steel, titanium, waste</li> </ul>
Digital Thermometer	Used in measuring temperature (sample, ambient, room)	All samples that needs temperature reading
Furnace	For ashing organic and inorganic samples, determining volatile and suspended solids, gravimetric analysis, heat treating of small steel parts, and ignition test	<ul> <li>Organic and inorganic samples</li> <li>Bunker fuel/lube oil</li> <li>Other combustible materials</li> </ul>
Bomb Calorimeter	Determines the heat of combustion or calorific value of materials which are burned as fuels	<ul> <li>Coal and coke, all varieties and types</li> <li>Fuel oil, both heavy and light varieties</li> <li>Foodstuffs and supplements for human nutrition</li> <li>Building materials</li> <li>Combustible materials</li> <li>Gasoline, all motor fuel and aviation types fuels, all varieties</li> </ul>





Automatic Colorimeter measuring saybolt and ASTM color	For objective colour analysis of petroleum fuels, oils, waxes and petrochemicals according to the Saybolt and ASTM Colour scales	<ul> <li>Light colored petroleum products including aviation fuels, kerosene, white mineral oils, hydrocarbon solvents, petroleum waxes</li> <li>Lubricating oil, heating oil and diesel fuel oil</li> </ul>
Karl-Fischer Titrator	Moisture determination method specific for water and is suitable for samples with high moisture content (titrimetry) and also for those with water contents in the ppm range (coulometry). Also suitable for solids if these are soluble or if the water they contain can be removed by heating in a stream of gas or by extraction	<ul> <li>Cosmetics</li> <li>Chemicals groups (alcohol, acid, base, etc.)</li> <li>Foodstuff (sugar, rice, oils, etc.)</li> <li>Petroleum products (crude oil, diesel fuel, lube oil, kerosene, etc.)</li> <li>Pharmaceuticals</li> <li>Technical products (silica gel, propylene carbonate, synthetic enamel)</li> </ul>
Distillation Unit	Method of determining the boiling range characteristics of a mixture/solution	• Petroleum products (fuels, solvents, automotive and aviation gasolines, paints, etc)

Chemicals	Unit/Qty	Chemicals	Unit/Qty
Concentrated hydrochloric acid	AR 2.5 L	Methanol	AR 2.5 L
Concentrated sulfuric acid	AR 2.5 L	Copper sulfate pentahydrate	AR 500 grams
Sodium hydroxide	AR 500 grams	Potassium iodide	AR 500 grams
Potassium hydroxide	AR 500 grams	Nitric acid	AR 2.5 L
Phenolphthalein	AR 500 grams	Sodium oxalate	AR 500 grams
2 , 4 - dinitrophenylhydrazine	AR 500 grams	Sodium thiocyanide	AR 500 grams
Starch	AR 500 grams	Copper strip	100 strips
Toluene AR	2.5 L	Oxalic acid	AR 500 grams
Potassium permanganate	AR 500 grams	Potassium dichromate	AR 500 grams
Ethanol	AR 2.5 L	Potassium nitrate	AR 500 grams
Ammonium hydroxide	AR 500 grams	-	-



Our objective is to initially analyze shipments on oil, steel, and prohibited drugs as these importations are crucial to the BOC's revenue collection and trade facilitation. By analyzing these shipments, the BOC will be able to strengthen its capacity on valuation, classification, trade facilitation and ensure the border integrity through the analysis of prohibited drugs. Furthermore, the equipment and chemicals mentioned above were already requested for immediate purchase.





#### **Contribution from Maldives Customs Service**

#### **ASYCUDA World goes live in the Maldives**



Commissioner General of Customs, Mr. Ibrahim Shareef Mohamed addressing the audience in International Customs Day ceremony

Maldives Customs Service (MCS) has successfully launched ASYCUDA World (AW) software in all of its offices including the main seaports, airports and regional stations established across the country.

The AW was officially launched by the Commissioner General of Customs Mr. Ibrahim Shareef Mohamed in a special Ceremony held on 26th January 2017, to mark this year's International Customs Day. In his speech after launching of AW, the Commissioner General stressed on the advancements that have been brought to the import export process with the introduction of this system, and that the MCS would continue to move forward with its modernization projects. He also mentioned about the ongoing efforts being undertaken to improve the World Bank's Doing Business Index in the Maldives.



Migration to ASYCUDA World was part of a special project carried out with the assistance of Enhanced Integrated Framework (EIF-2). The first declaration was processed through the system on 1st August 2016. The subsequent phases were carried out at various ports, which was fully completed in November 2016.

The implementation work was carried out in coordination with the related departments of MCS, where Information Technology Section played a leading role. The project which took almost three years, helped MCS to develop the IT infrastructure including server capabilities and other related software.

Number of training programs were conducted including field visits to Fiji and Sri Lanka to experience the ASYCUDA World implementation in those countries, whereas technical and function trainings were held in Malaysia. Training programs relating to system development were held in the Maldives. Over 1000 staff and users were trained through these programs, which was calculated as more than 12,500 hours.

Trade facilitation and the simplification of trade processes has been among the top priorities of the Government. MCS has achieved remarkable progresses towards this target, including introduction of Online Declaration Processing System in the early 2013, through which importers and exporters can now lodge declarations and pay duty amounts online. Some of the other developments include online manifest system for sea cargo, pre-arrival declaration processing, Customs Portal Service etc.

Introduction of the AW as the latest version of ASYCUDA would definitely speed up the modernization process of MCS. The newly introduced system will contribute well to the ongoing efforts to introduce a National Single Window (NSW) in the Maldives which is being led by the Ministry of Economic Development.

Apart from these, AW will facilitate to enhance the already developed systems and inter-agency online linkages, such as with Ministry of Economic Development (MED), Maldives Inland Revenue Authority (MIRA) and Department of National Registrations (DNR).



Minimizing the number of software used for declaration processing, merging of cargo examination process to AW have been among the remarkable improvements that took place with the introduction of AW.

Since the AW has been introduced recently, issues are being identified and attended, including development of software which would further enhance the usage of the new system.



#### ROCB A/P homepage hyperlinks to the WCO CLiKC! Revenue Package Module

At the request of the WCO Secretariat, starting from 7 April 2017, the ROCB A/P's homepage added hyperlink to the WCO CLiKC! Revenue Package training module, as part of strategies to promote its use and awareness-training. The modules are hyperlinked from the drop-down list of "Resources" on the tool bar of the top page. Please be advised that it requires user id and password to have access to the CLiKC! E-learning modules in accordance with the WCO's policy. ROCB A/P sincerely hopes that this leads to a wider use of the WCO distance learning platform.

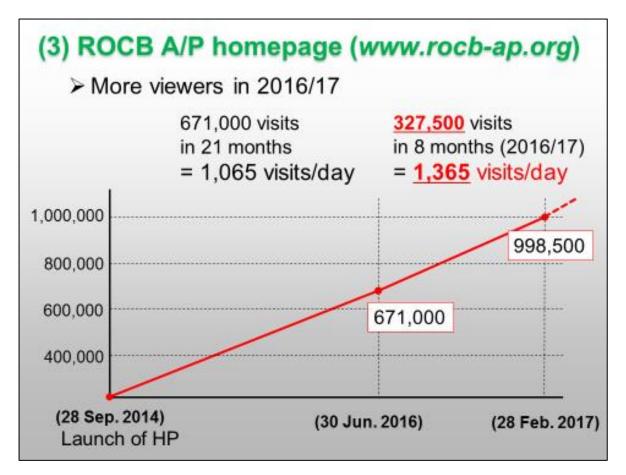


#### Marking 1 million visits to the ROCB A/P's homepage

ROCB A/P's new homepage (<u>www.rocb-ap.org</u>) was launched on 28 September 2014, on the day of its official 10<sup>th</sup> anniversary. Since then, ROCB A/P made optimal use of it to disseminate various information on its future and past activities, announcements and good practices accomplished by regional Members. Thanks to keen interest shown by the regional Member



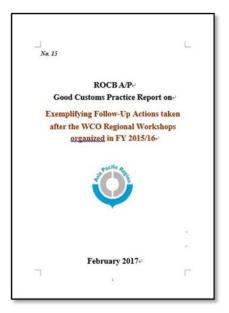
administrations, in particular, the number of visits to or homepage marked 1 million at the beginning of March 2017. Pleasantly, the average daily access to our homepage increased in the last 8 months by some 30%. The number of visitors has increased to more than 26,000 at the end of February 2017. ROCB A/P is going to redouble its effort to enrich its contents of the homepage.





Publication of Good Customs Practice Report No. 15 on the results of the ROCB A/P Survey on Follow-Up Actions taken after the WCO Regional Workshops organized in FY 2015/16

Some of the readers may recall that the previous edition of the ROCB A/P E-Newsletter featured an interim report of the Survey on the Follow-Up Actions taken after the Participation in the WCO Regional Workshop organized during the FY 2015/2016. ROCB A/P is pleased to inform the reader that the ROCB A/P's Good Customs Practice Report No. 15 in February 2017 featuring the final compilation and analysis of the aforementioned Survey, which can be downloaded from our homepage at <u>http://rocb-ap.org/service/11/</u>. For the sake of the Members reference, summary of the previous Survey (Report No. 13) has been made public under the same URL.



It is clear that the workshop participants brought an abundant of information and lessons-learned back home and shared them with the right persons for their attention and practical application thereof. Indeed, the ramification accrued from the participants' follow-up actions showed that the potential of these lessons-learned are huge and should not be underestimated. Believing that the ownership and commitment of the respective workshop participants and continued dialogue are the keys for reaping the good fruits from the collective efforts towards Customs reform and modernization, the ROCB A/P is going to continue this initiative to optimize the value of the regional capacity building assistance programs. Taking this opportunity, the ROCB A/P expresses its sincere appreciation to those who responded to the Survey.



For questions and comments to this Survey on the Regional Workshop Follow-Up Actions, please feel free to write to Kazunari Igarashi, Head of the ROCB A/P, by e-mail at igarashi@rocbap.org.





#### Nepal's Journey to Revised Kyoto Convention Accession

#### 3 February 2017, Brussels, Belgium

Nepal has acceded the Revised Kyoto Convention (RKC) as 107<sup>th</sup> member of the convention and handed the instrument of accession to World Customs Organization on February 3, 2017. Nepal has long and memorable experiences to the journey of RKC accession. The dates can be traced when the country reformed its fiscal and trade policies and opened liberalized trade regime after 1990. The effect of liberalization also demanded reforms in customs clearance processes. Department of Customs, headquarter of Nepal Customs Administration, in line with fiscal and trade policies, started to adopt international standards and best practices since then.

#### **Revised Kyoto Convention Accession: At a Glance**

• In March 2011, a national workshop was organized to find out the comparative gaps between RKC standards (general annex only) and





Nepal's rules and regulations with the support of World Customs Organization

- The budget speech of 2011/2012 (16 July 2011 15 July 2012) realized the importance of RKC for the simplification of the customs procedures and transparency. Therefore, it was stated that the process will be forwarded ahead to be a signatory nation of the RKC
- Forth Customs Reform and Modernization Strategies and Action Plan (2013-2017) initiated to accede and execute the RKC and its implementing Guidelines which are regarded as the blue print of Customs reform and modernization



- The budget speech of 2013/2014 highlighted the importance of RKC as a road map to customs reform and modernization process and pledged that all necessary procedures will be completed to be a signatory nation of the RKC
- Department of Customs submitted a proposal to Ministry of Finance for the accession of RKC on 14 August 2013
- Officials of Department of Customs and Ministry of Finance met and analyzed the pathway of accession and gaps between RKC standards and prevailing customs laws on September 1, 2013
- The Department organized high level meeting with Finance Minister to highlight the importance of RKC accession on October 22, 2013. After the meeting, Finance Minister suggested to submit the proposal of RKC accession to the Council of Minister meeting



- The proposal of RKC accession was tabled to the meeting of Council of Minister for the first time on November 21, 2013 but the decision was pending due to change of the government
- The proposal again submitted to the meeting of Council of Minister on April 28, 2014. The meeting decided to forward the proposal to Economic and Infrastructure Development Committee of Council of Minister and carry out based on the decision of the Committee
- The Economic and Infrastructure Development Committee of Council of Minister decided:
  - To submit the proposal to the Parliament of Nepal for the accession of RKC
  - Finance Minister will be the signing authority on the behalf of Government of Nepal
- Proposal of accession to RKC submitted to the Parliament of Nepal on March 27, 2015.
- A National Workshop on RKC implementation was organized on 14-15 April 2015 jointly by the Department of Customs, Nepal and the Asian Development Bank (ADB) with technical support from the World Customs Organization (WCO). Officials from Department of Customs, officials from other government agencies, representatives from private sector and Customs agent participated in the workshop
- The Parliament of Nepal ratified the proposal of RKC accession on 9 September 2016
- Nepal submitted its instrument of accession on February 3, 2017 and became a 107<sup>th</sup> contracting party of RKC

In all the steps of RKC accession, WCO, ADB, Japan Fund for Poverty Reduction (JFPR) and International Finance Cooperation (IFC) provided technical assistance to the Department of Customs, Nepal.







Mani Ram Paudel Section Officer Department of Customs, Nepal





#### WCO Sub-Regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Countries

20 March 2017, Melaka, Malaysia



WCO Sub-Regional Workshop on Advance Ruling and Origin Certification for ASEAN Member Countries was conducted on 20-24 March 2017 at the Royal Malaysian Customs Academy (AKMAL) in Melaka, Malaysia, under the sponsorship of CCF/Japan, in cooperation with the ROCB A/P and Royal Malaysian Customs Department (RMCD). A total of 18 representatives (including 2 JICA Experts) from 6 ASEAN Member administrations participated in this Sub-Regional Customs training program. The WCO Secretariat and New Zealand provided the resource persons and Dr. Tong Hua of the ROCB A/P was the facilitator for the workshop.

Given the entry into force of the WTO Trade Facilitation Agreement, the Workshop aimed to assist the ASEAN Member Customs to improve capacity of origin work, especially administration of the self-certification regime, including developing and implementing an advance ruling of origin. During the Workshop, participants interacted with each other and shared their experiences and



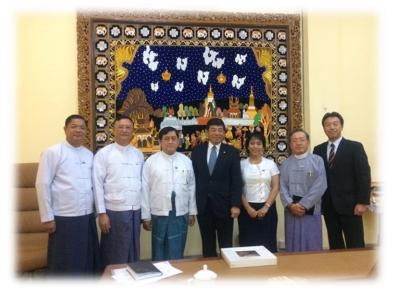
knowledge. They reached some common views, including the need for further improving infrastructure and internal customs procedures in accordance with the WCO Guidelines and instruments. Therefore enhancing the awareness of both Customs and Public through the news media. One of the highlights of this Workshop was the comparative survey table finished with the collaboration of all participants, which provided a clear picture in the different development stages and steps of advance ruling among the ASEAN Members. Dr. Tong Hua made a presentation on the ROCBA/P's undertaking and regional capacity building arrangement mechanism, in which he stressed the significance of creating a communication platform after the Workshop, and drew the participants' attention to the ROCB A/P's Website resources and Regional Workshop Follow-Up Survey.

# **ROCB A/P accompanies WCO Secretary General to the Mission to the Union of Myanmar**

20 March 2017, Nay Pyi Taw, Union of Myanmar

WCO Secretary General, Dr. Kunio Mikuriya, visited the Union of Myanmar to meet Union Ministers and Deputy Ministers in Nay Pyi Taw. He called for highlevel political support for further enhancing cooperation among the border control agencies, including Customs, with a view to facilitating legitimate trade and strengthening the country's resilience to terrorism and transnational organized crime. Mr. Kazunari Igarashi, Head of the ROCB A/P, accompanied Secretary General on this mission. Director General and Director for Administration Division of Myanmar Customs as well as JICA Senior Expert warmly welcomed the WCO team and kindly escorted them throughout the mission.





Prior to visiting Nay Pyi Secretary General Taw, observed the Thilawa Special Economic Zone on the outskirts of Yangon, where a number of foreign companies are constructing their production facilities with a series of economic incentives. In Nay Pyi Taw, General Secretary with exchanged views

Deputy Minister for Home Affairs, Union Minister for Transport and Communication, and Deputy Minister for Planning and Finance. He explained the WCO's on-going initiatives on border security and trade facilitation, including the pertinent capacity building assistance programs. Secretary General also discussed the way forward for the WCO and the Myanmar government to collaborate, which was very much appreciated by these Union leaders. Upon coming back to Yangon, Secretary General visited Myanmar Customs Headquarters and observed Myanmar Automated Cargo Clearance System (MACCS), which came into operation on November 2016, with the assistance from the Japanese government. Secretary General met Yangonbased Japanese business representatives, who welcomed the introduction of MACCS which has drastically improved clearance process and times along with better integrity.



#### **ROCB A/P reports its work progress to the regional Directors General**

14 March 2017, Suva, Fiji

The 18th WCO Asia/Pacific Regional Heads of Customs Administration (RHCA) Conference was held in Suva, Fiji. Delegates from Australia, Bhutan, Brunei Darussalam, Cambodia, China, Fiji, Hong Kong China, India, Indonesia, Japan, Korea, Malaysia, Maldives, Myanmar, New Zealand, Papua New Guinea, Philippines, Samoa, Singapore, Sri Lanka, Thailand, Vanuatu and Viet Nam. Along with Secretary General of the WCO including the representatives from the WCO Secretariat, RILO A/P and the OCO Secretariat. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the Conference as an observer.



The Conference commenced with the Fijian traditional welcoming ceremony at the Great Council of Chiefs in Suva. Fiji's Attorney General and Minister of Economy made a key note address, stressing the important role of Customs in border control and trade facilitation. Under the chairmanship of the Chief Executive Officer of the

Fiji Revenue and Customs Authority and the WCO A/P Regional Vice Chair, the Conference discussed a series of agenda items, including the Regional Strategic Plan and the WCO governance. Mr. Igarashi reported on the progress of ROCB A/P's annual work plan over the last 8 months in 2016/2017. He also highlighted the outcomes of the recent RTC Heads Meeting held in December 2016 in Hong Kong, China, and the publication of the Customs Good Practice Papers on the lessons learned from the WCO/ADB SASEC Multi-year projects. He also discussed the findings from the Survey on the follow-up actions taken after the participation in the WCO regional workshops in FY2015/16. He mentioned the



ROCB A/P website, which has exceeded 1 million visits since the beginning of March 2017. After his presentation, several delegates took the floor and provided fome compliments and encouragement to the ROCB A/P's undertakings as well as constructive suggestions for future work, including the implementation of the WCO Mercator Program Tailor-made track. This program is designed to assisting the WCO Member administrations to implement the WTO Trade facilitation Agreement, which came into force on 22 February 2017.

#### **ROCBs discuss Mercator Program at the WCO Headquarters**

#### 2 March 2017, Brussels, Belgium

The 12<sup>th</sup> Global Meeting of Regional Offices for Capacity Building (ROCBs), Heads of the Regional Training Centers (RTCs) and Vice-Chairs' Offices was convened on 2 and 3 March 2017 at the WCO Headquarters Brussels, Belgium. The in delegates discussed a set of important capacity building items. including the



implementation of the WCO's Mercator Program, the regional strategic plan and the regional donor conferences. Mr. Kazunari Igarashi, Head of the ROCB A/P, and his colleagues attended the Meeting and contributed to the discussions among some 40 delegates. Given that the WTO Trade Facilitation Agreement entered into force on 22 February 2017, the meeting included a panel on the roles and responsibilities of the regional structures on supporting the tailormade track approach under the Mercator Program. Mr. Igarashi participated and gave his views on the lessons learned from the A/P region's perspective. Implementation of the Mercator Program is further discussed at the WCO Capacity Building Committee, which was convened the following week in Brussels.



On this occasion, Mr. Igarashi and his colleagues paid a courtesy visit to WCO Secretary General, Dr. Kunio Mikuriya. Secretary General highly appreciated the ROCBBA/P staff for their dedication to the capacity building assistance activities in the A/P region and gave his kind words of encouragement to the ROCB A/P for continued success, especially those who are about to conclude their secondment in the near future, including Ms. Alpha Wong.

#### **ROCB A/P promotes the WCO Revenue Package and Customs-Tax Cooperation Guidelines to assist implementation of the AEC 2025**

#### 20 February 2017, Hua Hin, Thailand

At the invitation from the Fiscal Policy Research Institute Foundation (FPRIF) of Thailand, which is a research institute supporting Thailand's economic and fiscal

management, Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the ASEAN Directors General Meeting on Excise Taxation held on 20 February 2017 in Hua Hin, Thailand, as a guest speaker. The meeting was aimed to share ASEAN countries' experiences on the excise administration and policies among high-level



executives of the tax authorities in the ASEAN Member States. The aim of the meeting was to contributing to the development of measures regarding taxation cooperation as stated in ASEAN Economic Community (AEC) Blueprint 2025, with which the ASEAN Member States (MS) are supposed to explore the possibility of collaboration in excise taxation and information sharing on common excisable tax policies. Twenty four high-level delegates from 7 ASEAN Member States (i.e. Cambodia, Indonesia, Lao PDR, Myanmar, Philippines, Vietnam and Thailand) and 3 guest speakers, including Mr. Igarashi, along with



some 30 staff members from Thai Excise Department and the FPRIF attended and/or observed the Meeting.

Director General of the Thai Excise Department presided the Meeting and delegates heard three presentations from guest speakers. The presentations made by the representatives of the ASEAN secretariat and the Charles Sturt University, gave an overview of the AEC Blueprint 2025 including several typologies for tax/excise collaboration frameworks, such as those of EU, SACU and SADC, Mr. Igarashi made a presentation on the enhancement of revenue collection through collaboration among the relevant authorities, in which he highlighted the Customs' roles in revenue collection at the border and the WCO's on-going initiatives under the WCO's Revenue Package. He also provided a series of brief explanations on some of the WCO's instruments and tools, which are related to the enhancement of the Customs revenue collection functions, including the newly adopted the WCO Customs-Tax Cooperation Guidelines. His presentation was well received by the delegates. It is hoped that this meeting would lead to further enhancing Customs and Tax collaboration to better contend with the challenges associated with excise collections at the borders, and also striking the right balance between trade facilitation and border control in the ASEAN region.



#### **ROCB A/P speaks at the 18th Meeting of ARPEC**

#### 15 February 2017, Bangkok, Thailand

On 15 February 2017, the Regional Office for Asia and the Pacific of the UN Environment Programme hosted the 18th meeting of the Asian Regional Partners Forum on Environmental Crime (ARPEC) in Bangkok, Thailand. The theme for this event was 'Human Rights and Gender in Environmental Crime'.

20 Participants representing Customs, WCO ROCB A/P, Interpol, UNODC, the Thai Government, the Swedish Embassy, TRAFFIC, Freeland, USAID Wildlife Asia, AECEN, BAN Toxics and UN Environment attended the Meeting. Participants had a constructive meeting with a rich dialogue on the different dimensions of gender and



human rights issues in relation to environmental crime. Participants also had a productive session updating each other on their identified priorities and upcoming work plans. During this session, Dr. Tong Hua, Program Manager of the ROCB A/P, spoke about the related activities of Environment Protection from the capacity builders' perspective. He introduced the ROCB A/P's tailor-made capacity building activities for increasing the awareness and skills of frontline customs officers, pointed out the new illicit trade in E-commence and online shops, and highlighted the recently published paper - 'Illicit Wildlife Trade and the Role of Customs' by WCO.



# **ROCB** A/P moderates and speaks at the International Academic Conference on Economic Security

#### 27-30 January 2017, Baku, Azerbaijan

At the invitation of Prof. Aydin Aliyev, Chairman of the State Customs Committee of Azerbaijan, Dr. Tong Hua, ROCB A/P Program Manager, participated in the International Academic Conference held at the Azerbaijan Economic University in Baku, Azerbaijan, on the occasion of International Customs Day and the 25th Anniversary of the State Customs Committee of the Republic of Azerbaijan.



At the International Academic Conference, Dr. Tong Hua moderated a panel discussion on "Economic Security - Aspect Trade Facilitation and of Security." He spoke about facilitating global trade from the capacity builders' perspective. He introduced the ROCB A/P's on-going capacity building activities and gave brief introduction of its

publications, such as annual report, E-newsletters and best practice reports, which are made public on the ROCB A/P website. He highlighted the newly launched think-tank function concept of the ROCB A/P, and sought close collaboration with the Development Partners in Academic and Research field. As a moderator, he commented the contribution made by Azerbaijan Customs to support high-quality research conference and the interactive discussion of professors and experts from lots of prestigious universities.

Dr. Tong Hua also attended the 25th Anniversary Ceremony of the State Customs Committee of the Republic of Azerbaijan on 30 January 2017. On behalf of the ROCB A/P, he congratulated the tremendous contribution and accomplishments made by the Azerbaijan Customs in Trade Security and Facilitation, Culture Heritage Protection and Economic Prosperity. In the



ceremony, Dr. Tong Hua was awarded the Honorary Medal of International Cooperation for contribution to Azerbaijan Customs Service by Chairman Aydin Aliyev witnessed by over 300 Azerbaijan Customs officers and international participants.

In the course of his mission, Dr. Tong Hua visited the ROCB European Office and the INCU Baku Regional Office and had discussions on future think-tank projects and capacity building cooperation. He joined the workshop of "Threat Detection Awareness and None-Verbal Behavioral Analysis" and "Cutting-edge technology for better border management" organized by the INCU.

### **ROCB A/P joins the discussion on the region's future priorities**

17-20 January 2017, Canberra, Australia

As a result of discussion at the last A/P Regional Contact Point Meeting held in November 2016 in Fiji (please refer to workshop click here), the regional working group meetings were convened from 17-20 January 2017 at the Australian Department of Immigration and Border Protection. The meeting was held to discuss the Members' interests in the private sector engagement with Customs community as well as the development of the Regional Strategic Plan (RSP) for 2018-2020 and other technical coordination issues. Twenty three delegates from the Vice Chair Secretariat (Fiji), Australia, Fiji, Japan, Korea, Malaysia, New Zealand, Papua New Guinea, Sri Lanka, the RILO A/P and the ROCB A/P participated in the meetings. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the above-mentioned working group meetings and joined the discussion and exchanges views on the future priorities for the A/P regional Customs community and in a broader context, the forecast changes in the business environment surrounding Customs, such as trade facilitation, counterterrorism, development in e-commerce, and so on. As for the Customs-business engagement, the delegates discussed possible topics and modality thereof. In terms of developing future RSP, delegates discussed the implementation and relevance of the specific actions embraced in the current RSP for 2016-2018 and



projected several adjustments for further discussion by Director General of the WCO Member Customs administrations in 2018.

In the margin of these opportune meetings, Mr. Igarashi consulted participating delegations and shared the views on the needs and subjects for the planning and delivery of the future regional capacity building programs under the auspices of the WCO.

### **ROCB A/P joined Study Visit Program at Laem Chabang Port Customs** Bureau

18 January 2017, Bangkok, Thailand

On 18th January 2017, after a kind invitation from Mr. Paisal Chuenjit, Principle Advisor of the Thai Customs Royal Department, staff members of the ROCB A/P joined the study visit program held at the Laem Port Chabang Customs Bureau Thailand. (LCPCB),



Following a brief presentation made by staff members of the LCPCB, the participants were guided to several Customs offices. They were briefed on the X-Ray Scanning Systems, which scan a whole container without unloading it from a track and train, and learned how LCPCB's officers are making efforts to balance trade facilitation and Customs control by using "Tools and Technologies", "Intelligence" and "Risk Management". The participants also learned about LCPCB's current situation/progress on the "Container Control Program", "Container Security Initiative" and "Mega Port Initiative." This study



visit provided the participants with an opportunity to actively exchanged views and experiences with each other.

### **ROCB A/P speaks at the WCO-UNODC CCP Steering Committee** Meeting

12 January 2017, Bangkok, Thailand



The WCO-UNODC Container Control Program (CCP) Steering Committee Meeting was convened on 12 January 2017 in Bangkok, Thailand, with more than 50 officials representing eight ASEAN CCP participating countries (i.e. Cambodia, Indonesia, Lao PDR, Malaysia, Philippines, Thailand, Union of Myanmar and Vietnam), the UNODC, donor countries (i.e. Australia, Canada and the United States of America), the RILO A/P, the Oceania Customs Organization and other observers, attended. The ROCB A/P was also invited to participate in this Meeting on behalf of the WCO.

In the opening remarks delivered by the UNODC Regional Representative for Southeast Asia and Pacific, as well as key note comments from the representatives of donor countries, participants examined the progress on their set-up of the CCP Port Control Unit and some of the prominent seizures of narcotics, CITES items, IPR infringing goods, etc. in the course of CCP operation.





Mr. Kazunari Igarashi, Head of the ROCB A/P spoke at the Meeting on securing and facilitating global trade from the capacity builders' perspective. He articulated the WCO's on-going initiatives for trade facilitation and security under its Strategic Plan and introduced some of the WCO Economic Competitiveness package tools and guidelines. Referring to the latest ratification situation of the WTO Trade Facilitation Agreement (TFA), he explained that the CCP and the TFA are complementing each other by way of formalizing risk management, Authorized Operators programs and border agency cooperation. He stressed that

the other regional capacity building programs, such as the WCO Regional Workshop on Non-Intrusive Inspection (please refer to http://www.rocbap.org/article-detail/268/?crmid=gj165nb9m4lpjt20lpcfd4pt01) and the WCO Regional Workshop on Intelligence-led Risk Management (please refer to http://www.rocb-ap.org/article-

detail/289/?crmid=q00u077sg1s7ss0l64l1mfjmu4) are supplementing the specific training provided under the CCP, and should not consider them as separate and stand-alone support. Mr. Igarashi also recommended that the lessons learned and know-how accumulated through the CCP PCU operation be shared and transferred to other points of entry so that the benefits of the CCP be enjoyed nationwide.



### Staffs Updates

### Farewell Message from Ms. Alpha Wong



In 2015, Hong Kong Customs assigned this important mission to me as a WCO Technical Attaché in the ROCB A/P for two years. On 17 March 2017, my tenure ended and I packed up to return to my home. If Hong Kong Customs colleague asks me for a declaration upon my arrival at the airport, I may say: a full pack of happy memories, valuable friendship, international perspectives and great satisfaction.

During these two years, I organized a number of capacity building activities and represented the WCO as well as the ROCB A/P to participate in various international meetings or seminars. All these occasions came along with excitement and challenges. I gained a lot of satisfaction when a mission was completed. I could not succeed without the unsparing support from my



# Staffs Updates

colleagues of the WCO, the ROCB A/P, the Thai Customs Department, Hong Kong Customs, and other Customs administrations, in particular, the enlightenment and guidance from Mr. Kazunari Igarashi, the Head of the ROCB A/P.

This short message states my wholehearted gratitude for all of you whom I met in Bangkok or other countries in these two years. Your company was the sustained effort for my achievements in this foreign land from home. I wish you all continued to success, to feel fulfilled in all you do, and to have nothing but pleasant results with each completed project! While that may be an overly optimistic wish, it is sincere.

The last but not the least, I hope all colleagues can render assistance to Ms. Eva Suen, my successor for the post in the ROCB A/P.

Thank you very much. ありがとうございました。고맙습니다. ๚๛๚๛บคุณ. 非常感謝。





### Welcome Ms. Eva Suen, Our New Colleague



Dear fellows,

It's my great pleasure and honor to introduce myself in this platform. First of all, I would like to express my gratitude to my fellows in ROCB A/P and the Thai Customs for their warm welcome reception at the Suvarnabhumi Airport which really impressed me and I believe it surely sparks off a passionate devotion and a good start working in Bangkok.

I first earned my Master of Business Administration from the University Of Sheffield, United Kingdom in 1996, and participated in an exchange programme with Aalborg University, Denmark. I was subsequently awarded the Master of Arts in English for the Professions at the Hong Kong Polytechnic University in 2004. In 2013, I further enhanced my academic background with the award of a Professional Diploma in Criminal Investigation and Forensic Science at the Chinese University of Hong Kong.



# Staffs Updates

I have been with the Hong Kong Customs for more than 19 years. During my tour of duty, I worked in different areas of focus. I had wide career exposure which embraced the areas of investigation, intelligence processing specialized in Intellectual Property Rights (IPR), import and export control on passengers and cargoes, and professional instructor for Customs new recruits at the training school.

In the capacity building area, I grew as a professional to coordinate and schedule training programmes, formulate course syllabi, conduct training research and deliver lectures at the training school. My exposure on capacity building was further reflected in my role in drafting action plans, as well as being involved in long term projects on Customs modernization.

With the work experiences that I gained, I believe that the unique possession of mine will definitely be an added value contributing to my work in the ROCB A/P.



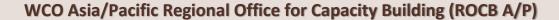
Looking forward to working with you all!



### WCO A/P Regional CB Programs / Meetings Schedule April 2017 and onwards

Event	Dates	Venue
WCO Regional Workshop on ICT Master Class	19-28 Apr. 2017	Cheonan, Korea
<ul> <li>WCO Regional Strategic Workshop on the WCO Security Program</li> </ul>	25-28 Apr. 2017	Jakarta, Indonesia
<ul> <li>WCO-UPU Workshop on Security Screening of Postal Items</li> </ul>	1-5 May 2017	Sydney, Australia
<ul> <li>Oceania Customs Organization Annual Conference</li> </ul>	2-5 May 2017	Guam, USA
<ul> <li>WCO Regional Workshop on IPR Regional Joint Action Follow-Up</li> </ul>	15-18 May 2017	Kashiwa, Japan
<ul> <li>WCO Global Workshop on Accreditation of PCA Experts</li> </ul>	22-26 May 2017	Shanghai, China
WCO National Workshop on RKC for Vanuatu	29 May – 2 Jun. 2017 (tbc)	tbd
<ul> <li>WCO Regional Workshop on Customs Valuation</li> </ul>	5-9 Jun. 2017	Kobe, Japan
WCO Knowledge Academy	19-23 Jun. 2017	Brussels, Belgium
WCO Council Sessions	6-8 Jul. 2017	Brussels, Belgium





Address: c/o Thai Customs Department, 120 Years Building,

Sunthornkosa Rd., KhlongToey, Bangkok 10110 Thailand

Telephone: +66-2-667-6777 / Facsimile: +66-2-667-6814

E-mail: rocb@rocbap.org

http://www.rocb-ap.org

Mr. Kazunari IGARASHI, Head, WCO ROCB A/P

Mr. Takayuki MIYOSHI

Mr. Kangsik CHO

Ms. Eva SUEN

Mr. Tong HUA

Ms. Jate-Arpa BENJAPHONG

Ms. Vareemon CHAIRUNGSRILERT

Mr. Poonyawee SROYTHONG

Regular Supporters: Mr. Vince SHAW and Mr. Brian LAMB