



ROCB e-Newsletter

WCO Asia Pacific Regional Office for Capacity Building

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Happy New Year 2011

Dear colleagues in the Asia Pacific region,

2010 was again an extremely busy and successful year for the ROCB. We conducted, in cooperation with the WCO Secretariat, Regional Training Centers (RTCs), donors/partners and regional members, a number of capacity building activities in our region based on the ROCB's four pillars of activities. For example, ROCB and regional experts participated in a number of SAFE FOS missions held in the AP region, worked together with donors/partners to improve mutual understanding on customs related matters, conducted approximately ten regional/national workshops taking into account the identified needs and priorities of members and disseminated valuable information through various tools such as best practice report and e-newsletter. All ROCB staff were so pleased to hear very positive feedback for these activities. ROCB has been operating with the strong support and contribution from China, Japan, Korea and Thailand, as well as Australia and New Zealand, and I would like to express my sincere appreciation for their continued support to the ROCB. Of course, ROCB staff worked quite hard for these achievements; however, I must emphasize that these activities become more efficient and effective with the participation/contribution of the Customs administrations of the AP region. Taking this opportunity, I would also like to show my appreciation for your contribution to these activities throughout 2010.

We are expecting 2011 to be another challenging year for us. The Directors-General and Commissioners of the AP region met in Korea in April 2010 and again highlighted the importance of capacity building for the customs administrations in the AP region through the new Regional Strategic Plan. Based on the instruction given by the DGs and Commissioners, ROCB is planning to make our capacity building activities more strategic, focused and coordinated. One of the priorities we are working on is to increase the members' involvement in the regional capacity building activities, in particular to further increase members' participation/contribution to our activities and the improved follow-up action by participants to maximize their benefits. For this purpose, we are looking forward to working with all of you to make our activities more beneficial and useful.

At the end, please allow me to express my sincere appreciation to our ex-colleagues, namely Ms. Yoko ODASHIMA, former deputy head of ROCB, and Mr. KIM Jong-ho, technical attaché, both went back to their home administrations in June 2010, with good memories, after their respective 5 years and 1.5 years intensive work at the ROCB. Needless to mention but their contributions were indispensable for the capacity building of the customs administrations in the AP region. As their replacement, we welcomed two new staff, Mr. Shigeaki KATSU from Japan and Mr. KIM Tae-young from Korea. We are going to work together to continue providing better support to our regional members.

Finally, I wish the New Year turns out to be the happiest and the best for all of you.

Yoshihiro Kosaka
Head
ROCB A/P

In This Issue

WCO WORKSHOPS / MEETINGS

- WCO 1st Capacity Building Committee and its related Meetings, Brussels (27 September – 1 October 2010)
- WCO Asia Pacific Regional Contact Point Meeting, Bangkok (2-5 November 2010)
- WCO Asia Pacific Heads of RTC Meeting, Korea (6-7 December 2010)

DONORS / PARTNERS

- The 4th UNEP MEA-REN Meeting, China (20-23 September 2010)
- X-Ray Workshop Organized by ACBPS, Bangkok Thailand (27-28 September 2010)
- UNESCAP Trade Facilitation Forum, Malaysia (5-6 October 2010)
- UNEP ARPEC Meeting, Bangkok (18-19 November 2010)

SPECIAL TOPICS

- Member's Good Practice: The Performance Pledge of Macao Customs Service
- Welcome New Technical Attaché, Mr. Kim Tae Young

Future ROCB Capacity Building Activities

WCO 1st Capacity Building Committee and its related Meetings

On September 27 to 29, 2010, the 1st Capacity Building Committee (CBC) was held at WCO Headquarters in Brussels, Belgium. Representatives from WCO members' administrations, WCO regional structures, private sector associations and academic institutions totalling around 300 hundred participants attended to witness the inaugural session of CBC. The meeting covered a wide range of key topics addressing past and future Customs capacity building activities. In addition, during the Committee, ROCB was invited to brief the major outcomes of WCO Workshop on Capacity Building Regionalization held in March in Japan. ROCB

also emphasized the importance of information sharing between the WCO Secretariat and the Regional structure for more effective capacity building delivery.

On September 30 and October 1, the 9th Integrity Sub-committee Meeting was also held following the CBC sessions. Around 150 participants from member administrations, private sector associations and others attended the meetings. During the session on reviewing pilot projects of applying WCO relevant instruments and tools on integrity, ROCB was invited to join the panel and gave a brief presentation titled "Collaborate for Capacity Building: Initiatives for Tonga and OCO" which demonstrated how efficient international and regional cooperation can produce tangible results.

Following these two meetings, on October 1st, Regional Offices for Capacity Building (ROCBs) and Regional Training Centers (RTCs) of the WCO's 6 regions got together in Brussels to discuss common challenges and ways of improving capacity building delivery. Mr. Yoshihiro Kosaka, Head of ROCB A/P, was elected as a Chair of the meeting. The WCO developed Capacity Building Strategy in which "Regional approach" plays a big role to achieve its objective. The "Regional approach" is to promote sharing experiences and ideas among neighboring countries to jointly achieve economic growth and social development of the region and ROCBs and RTCs of the respective regions have been playing an important role for that purpose.

The representative from ROCBs and RTCs as well as representative from the regional vice chairs office attended the meeting and exchanged ideas, experiences and the latest development of the respective region. As a result, participants shared common understanding on a number of key issues to improve regional approach, such as:

- Regionalization should be further enhanced by the close cooperation among the WCO Secretariat, Regional Vice Chairs, ROCBs and RTCs

- Need to shift to a result-based management culture and adoption of systematic monitoring and evaluation
- Usefulness to continue sharing regional best practices and available materials
- Need for better communication with Members, WCO, donors and other stakeholders;
- Need for better coordination with Regional Economic Communities' priorities
- Better use of the support and expertise of the regional PICARD network

The regional approach has been successful and enhancing cooperation between customs and donors as well as between customs and customs. The participants agreed to meet again in May next year to make further progress.

WCO Asia Pacific Regional Contact Point Meeting

The 20th WCO Asia Pacific Regional Contact Points (RCP) Meeting was held in Bangkok, Thailand on 2-5 November under the chairmanship of Thai Customs Department. Mr. Prasong Poontaneat, Director-General of Thai Customs welcomed the delegates and officially opened the meeting.



WCO Asia Pacific Regional Contact Point Meeting

The meeting discussed a number of key issues for the regional customs administrations in particular the implementation and follow-up of Regional Strategic Plan(RSP) 2010-2012 which

illustrated the new direction identified by the regional DGs and Commissioners in April this year. The RSP 2010-2012 continued to identify “Capacity Building” as one of the key issues for the region. In this meeting, ROCB presented Capacity Building Activities conducted from July 2009 to June 2010 and ROCB Work Plan for 2010/2011. ROCB stressed again the importance of members’ contribution for the effective capacity building activities in our region and introduced some tips for members to maximize the benefits of regional activities. During the meeting, many members expressed their appreciation for the work done by ROCB.

WCO Asia Pacific Region Heads of RTC Meeting

The 8th Meeting of Head of WCO Regional Training Centers (RTCs) in the Asia Pacific region was held in Customs Boarder Control Training Center (CBCTC), RTC Korea. In addition to the representatives from respective RTCs and ROCB, WCO Secretariat, Asia Pacific Vice Chair Office and RILO A/P attended the meeting. The meeting was chaired by the president of CBCTC.

During the meeting, respective RTCs presented their recent activities and exchanged views and ideas on the improvement of training programs including their updated programs and the use of e-learning. They also discussed how RTC can contribute to pool, utilize, support and increase regional experts for the better capacity building delivery. They also agreed to support and contribute to the planned WCO regional workshop on training and HRD in March 2011 by sharing their respective good practices on training and HRD.

All RTCs, Vice Chair office, ROCB and RILO agreed to further enhance cooperation among them. All participants expressed their appreciations for the heart-warming and generous hospitality of the Korea Customs Service and CBCTC. The next RTC Heads Meeting will be held in RTC China in late 2011.

UNEP MEA-REN Meeting

Co-organized by UNEP and RILO AP, the Regional Seminar for Customs Officers on Combating Environmental Crime was held in Beijing from 19 to 20 September. Customs officials from RILO member Customs administrations, representatives of UNEP, CITES and other international organizations, totalling around 30 participants joined the event.

On this occasion, ROCB joined the meeting as a resource person to update the enforcement tools and give a presentation on the WCO's relevant tools, focusing on HS amendment and ENVIRONET. Also, the WCO's initiative on Customs-business partnership, especially AEO program and their implications for environmental crime control and enforcement were presented. As a result, relevant recommendations have been identified and put forward on how to enhance environment-related enforcement through public and private cooperation and partnership.

X-Ray Workshop Organized by ACBPS

On 27th and 28th of September 2010, a large scale X-ray workshop was facilitated by Australian Customs & Border Protection Service to the Thai Customs Department. Two senior officials from ACBPS conducted the workshop and ROCB joined this workshop in addition to the Thai Customs officials.

The workshop combined theoretical presentations and practical exercises where participants analyzed many x-ray images, most of which related to significant seizures. The workshop was very much appreciated by Thai Customs Department for enhancing their knowledge and skills in a range of areas including image analysis and risk assessment.

UNESCAP Trade Facilitation Forum

Asia-Pacific Trade Facilitation Forum 2010, with this year's theme as "Trade Facilitation for

Regional Connectivity: Advancing Paperless Trade", was organized in Kuala Lumpur, Malaysia from 5 to 6 October. It is initiated by UNESCAP and supported by the World Bank, UNCTAD, WCO, ASEAN Secretariat and others with over 150 participants from government officials, traders and public and private service providers from Central Asia, South, Southeast and East Asia as well as the South Pacific.

WCO and ROCB experts joined as resource persons and presented on the WCO key tools on trade facilitation and data harmonization, elaborating major aspects of the WCO Data Model 3.0 and its potential implementation and application

As an annual event, this second-time event provides an open regional platform to exchange information, experiences and practices for trade facilitation in Asia-Pacific.

UNEP ARPEC Meeting

The 10th ARPEC (Asian Regional Partners Forum on Combating Environmental Crime) meeting was held in UNEP (United Nations Environmental Programme) on 18-19 November. The participants of the meeting ranged from International organizations, national governmental organization, non-governmental organization as well as academic institutions. Representatives of Thai Customs Department and NACEN (National Academy of Customs, Excise & Narcotics of India) also participated in this meeting.

The meeting was an excellent opportunity for all participants to exchange information on their respective activities, views and opinions. ROCB presented its recent activities related to joint program with UNEP and other partners and donors and this was well received. The meeting confirmed that, considering its usefulness to deepen mutual understanding on their respective activities, it should be organized regularly.

Member's Good Practice

Member's Good Practice

The performance Pledge: Macao Customs



Macao Customs Service first launched the Performance Pledge in 2003 in response to the service-oriented policy set by the Macao Special Administration government. The purpose of this policy is to better serve the citizen by providing high quality and efficient public service. The Performance Pledge is a plan implemented by Macao Customs under this circumstance. The Performance Pledge enables us to respond to the general public in a transparent and measurable way in order to meet their expectation about the services provided by the Macao Customs.

Our Performance Pledge covers a total of 11 services, including the Customs Entry, Inspection on Clearance Goods, Rescue, Inquiries and routine administrative procedures. For each service we pledge the maximum handling time and also set the respective performance target. For example, Macao Customs Service pledges to arrive at the site within 20 minutes if goods are chosen for inspection upon customs entry.

The number of performance pledges will be increased to 14 items in 2011 and we aim to cover all the services provided by Macao Customs in 2 years.

In general, the Performance Pledge adopted by Macao Customs gain support and recognition from the users. Every year a user satisfaction survey is conducted to collect information on the usage of the service provided by Macao Customs. By conducting the survey, Macao Customs is about to gather information about the satisfaction level of the users and also collect opinions and comments about the services of Macao Customs. The information and comments will be used to improve the quality of the services of Macao Customs. According to the result of the 2009 survey, users in general are satisfied with the services of Macao Customs with a level of higher than 70%. A working group comprising of heads of different department of Macao Customs is set up to monitor, evaluate and analyze the items in the Performance Pledge in order to continue to enhance our efficiency to provide high quality and efficient services to the users.

Welcome New Technical Attaché
Mr. Kim Tae Young



ROCB welcomed Mr. Kim Tae Young from Korea Customs Service. He started his assignment on October 1st 2010. With his valuable experience and expertise on FTA implementation, post audit policy, and AEO program, etc. ROCB A/P can provide further effective and efficient capacity building to our members. The continuous support from Korea Customs Service toward ROCB is very much appreciated.

Future ROCB Capacity Building Activities

- WCO Regional Workshop on Leadership and Management Development in Malaysia (17-28 January 2011)
- WCO Regional workshop on PCA in India (28 Feb – 4 March 2011)
- WCO Regional Workshop on Training and HRD in Thailand (28 March – 1 April 2011)
- WCO Regional Workshop on HS 2012 Implementation in Japan(18-22 April 2011)
