

No.29

**ROCB A/P**  
**Customs Good Practice Report**  
**On**  
**Exemplifying Follow-Up Actions taken after the WCO A/P**  
**Regional/Sub-regional Workshops organized in**  
**FY 2022/23**



**April 2024**

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## Foreword and Acknowledgments

After struggling with challenges and difficulties of capacity building activities during the global pandemic period, the ROCB A/P, as a leading Capacity Building Office, is getting more confident and experienced this FY with Asia Pacific Members. Considering the impact of global pandemic on international trade, Customs functions have been further expected to address to the evolving environment for contributing the national and global economies. In this connection, the ROCB A/P is fully aware that Members' effort in response to the situation with cutting-edge topics such as E-Commerce, Data Analytics and Disruptive Technologies. At the same time the ROCB A/P observes the high demand as well as high expectation from Asia Pacific Members for our office as a supporting on capacity building implementing organization. With high expectations, the ROCB A/P will continue to ensure that our capacity building activity could be more effective for Asia Pacific Members.

With the target of maximizing effectiveness of our capacity building programs, the ROCB A/P has attached great attention to the follow-up actions after the workshop has ended to evaluate whether the knowledge obtained from the WCO Workshops can strengthen their skills and capacities in performing Customs roles and functions in their home administrations. As a result, this 'Good Practice Report on Exemplifying Follow-Up Actions taken after the WCO A/P Regional/Sub-regional Workshops organized in FY 2022/2023' has been published and distributed for Asia Pacific Members. My message here is that the ROCB A/P as a workshop provider, would like to work in partnership with Asia Pacific Members.

The ROCB A/P would like to express our appreciation to Members' continued support and active participation in Customs capacity building activities in this FY. Moreover, this report is expected to serve a useful reference point for Members and we wish the Member administrations will recognize the value of Customs capacity building.



Norikazu Kuramoto  
Head of the ROCB A/P



## Executive Summary

In FY 2022/23 (July 2022 – June 2023), stepping out of the pandemic, the ROCB A/P resumed face-to-face capacity-building efforts and organized a total of 10 regional/sub-regional workshops, with all 10 workshops included in the eighth round of the "Survey on Follow-up Actions Taken after Participation in WCO Regional Workshops," conducted six months after each workshop (hereinafter referred to as "Survey 2023"). The total number of workshops has more than doubled (+150%) compared to the previous fiscal year.

The Survey 2023 received a total of 70 replies. Although the overall reply rate saw a slight decrease to 50% (compared to 56% in 2022), participation from sub-regional workshops experienced a slight increase to 73%. This indicates a strong commitment from sub-regional members and highlights the recognized success of capacity-building efforts in addressing sub-regional issues.

Survey 2023 findings reveal that the most common follow-up actions include sharing/circulating training materials with colleagues (58), submitting reports to superiors (56), and organizing in-house workshop (36). These findings echo last year's survey results, where the top three prevalent actions were same.

There are observed correlations between follow-up actions and the realization of direct effects as well as the initiation of new projects. 92% of respondents noted positive effects from circulating/sharing training materials and organizing in-house workshops, while 94% attributed the initiation of new projects to the submission of workshop reports and recommendations made to senior officials. These findings provide convincing evidence that taking timely and immediate follow-up actions after participating in WCO workshops will assist Member administrations in realizing their potential contributions to national development objectives. Such follow-up actions can be as simple as writing reports or more intensive, like organizing in-house workshops.

The ROCB A/P endeavors to deliver high-quality regional capacity-building programs and consistently encourages workshop participants to synchronize the knowledge gained from WCO workshops with the customs modifications implemented in their home administrations.

In this regard, the ROCB A/P recommends that Members mandate a workshop report for their representatives attending WCO workshops to ensure that the acquired knowledge and its

value are properly documented and reported to management for further consideration in organizational development.

## **1.Introduction**

In 2015, the ROCB A/P initiated the "Survey on Follow-Up Actions taken after Participation in WCO Regional Workshops" for all regional/sub-regional workshops organized in the A/P region. Six months after each workshop, all participants receive a questionnaire (Appendix I) from the ROCB A/P to collect relevant information on the follow-up actions taken by participants in their respective home administrations.

The survey does not aim to criticize any reports or recommendations made by workshop participants. Instead, it seeks to capture the impact of capacity-building programs on the performance of regional Member administrations in terms of work efficiency, effectiveness, and organizational development. The Survey also serves to remind workshop participants of their expected roles and encourages them to continuously utilize the skills and knowledge acquired whenever possible following the respective regional/sub-regional capacity-building programs.

## **2.Summation and Analysis of the Survey 2023**

### **2.1 Response to the Survey 2023**

In FY 2022/23, the ROCB A/P organized a total of 10 regional/sub-regional workshops, excluding accreditation workshops, all of which were subject to the 9th round of the Survey (referred to as "Survey 2023"). The ROCB A/P distributed questionnaires to all workshop participants approximately 6 months after the respective regional/sub-regional workshops and collected replies within 3 weeks.

Among the 10 workshops, 5 were specially designed for sub-regional Members, while the others were for regional workshops. The total number of replies to Survey 2023 is 70. The overall reply rate saw a slight decrease at 50% (compared to 56% in 2022). However, the reply rate received from participants of sub-regional workshops saw a slight increase to 73%, indicating a strong commitment by the sub-regional members and a recognized result of capacity-building

efforts in addressing sub-regional issues. A summary of the number of replies is shown in Table 1.

The ROCB A/P is committed to coordinating and organizing capacity-building programs and activities for A/P Members. We believe that Members can strengthen their skills and capacities by applying the lessons learned from WCO workshops to their daily operations and disseminating pertinent information to the right parties in their organizations for Customs modernization.

In this regard, the ROCB A/P seizes every opportunity to explain the objectives and findings of the Survey, particularly at regional/sub-regional workshops. Additionally, to gather more replies to the Survey, the ROCB A/P sends reminder messages to all workshop participants as the due date approaches. Furthermore, in an effort to encourage continued engagement with reform and modernization based on lessons learned from workshops, and to stimulate interest in follow-up actions taken by other participants, the ROCB A/P provides feedback to participants irrespective of their response status. This initiative helps to gather additional inputs to the Survey even after the reply due date. In fact, more and more regional Members recognize exemplary follow-up actions and practical examples conducted by workshop participants since the publication of the first Survey.

**(Table 1) Numbers of replies to the Survey 2023**

WCO Regional/Sub-regional Workshops		No. of participated administrations	No. of replies
1	WCO Sub-regional Workshop on Authorized Economic Operator (AEO) for ASEAN members	10	6
2	WCO Sub-regional Workshop on Customs Valuation for ASEAN members	11	8
3	WCO Regional Workshop on the Multilateral Environmental Agreements (MEAs) for the Asia Pacific Region	19	8
4	WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade	21	6
5	WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service	6	4
6	WCO Asia-Pacific Regional Workshop on Canines	18	6

7	WCO-UNESCAP 5 <sup>th</sup> Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies	10	10
8	WCO Asia-Pacific Regional Workshop on Digital Forensics	16	5
9	WCO Regional Workshop on The Revised Kyoto Convention (RKC) for the Asia Pacific Region	21	13
10	WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members	7	4
Sub-total of Sub-Regional Workshops		44	32(73%)
Sub-total of Regional Workshops		95	38 (40%)
<b>Total</b>		<b>139</b>	<b>70 (50%)</b>

## 2.2 Follow-up actions taken

(Table 2) displays the number of specific follow-up actions taken by respondents after their respective regional/sub-regional workshops.

**(Table 2) Number of different specific follow-up actions taken after the workshops**

(NB)*	Share training materials	Submit reports	Make recommend-actions	Organize in-house workshop	Develop operational manuals	Others
1	6	6	1	6	0	0
2	8	7	2	6	1	0
3	8	7	4	5	0	2
4	4	4	3	2	2	4
5	2	2	1	1	1	0
6	5	5	4	4	1	3
7	9	7	5	4	1	1
8	3	5	4	1	1	0

9	11	11	8	4	2	2
10	2	2	2	3	2	2
<b>Total</b>	<b>58</b>	<b>56</b>	<b>34</b>	<b>36</b>	<b>11</b>	<b>14</b>

\*(NB): The sequential number of the Regional/Sub-regional Workshops is correspondent to (Table 1).

The Survey reveals that the ranking of common follow-up actions is as follows: (1) circulating/sharing distributed training materials with colleagues in relevant departments/divisions, (2) submitting reports to management, and (3) making recommendations to management officials.

“Others” include activities such as law revisions, nCEN improvements, risk discussions, insights on new recruit and canine training, and mapping of the National Single Window project. Some of these notable follow-up actions taken include:

- Reviewing laws and included some of the workshop issues into their legislations (Vanuatu, WCO Regional Workshop on the Multilateral Environmental Agreements for the Asia Pacific Region).
- Followed up on nCEN database usage and resolved system downtime issues; engaged with Oceania region colleagues on risk discussions and proposed regional operations (Fiji, WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade).
- The knowledge/information gained during the workshop was included/used in the Induction Training of newly recruited Inspectors/Preventive Officers/Examiners under the heading “Basics of K9 Profession Training” (India, WCO Asia-Pacific Regional Workshop on Canines).
- Shared the content and experience of presentations conducted by specific participants that introduced canine programs through a web meeting with handlers and officers related to their canine program (Japan, WCO Asia-Pacific Regional Workshop on Canines).
- Provided training for new recruits (Profiling and Targeting), introduced new challenges, and provided tools from the training materials to develop new ideas (Samoa, WCO Asia-Pacific Regional Workshop on Canines).
- Conducted a scoping exercise for the National Single Window Blue Print, including “as is” mapping process and “to be” electronic automated process aiming for national executive council endorsement by 2024 (Papua New Guinea, WCO-UNESCAP 5<sup>th</sup> Masterclass: Facilitating

Cross-border Paperless Trade using emerging technologies).

### **2.2.1 Share training materials**

58 respondents (83%) shared the training materials with their colleagues upon returning to the office, as the ROCB A/P consistently emphasizes the importance and advantages of sharing among Members. The programs of WCO workshops are designed to provide food-for-thought for organizational reform and modernization, along with the exchange of good practices. It is appreciated that participants did not withhold the acquired knowledge and skills but were instead eager to share them with their coworkers. It is also noteworthy that an increasing number of participants are utilizing intranet or common drives as a means to share training materials. This seamless communication between units/departments enables staff to access information more quickly and easily.

### **2.2.2 Submit reports**

Report submission after attending each workshop is strongly recommended for Members to mandate their nominees, ensuring that the knowledge acquired is properly recorded and brought to the attention of management. In FY 2022/2023, 56 respondents (80%) submitted reports to their seniors, taking responsibility for reporting.

### **2.2.3 Make recommendations**

Participants are becoming aware of the importance of making specific recommendations to their senior officials for considerations in the progress of customs reform and modernization. It is fair to presume that quite a good number of specific recommendations will ultimately lead to the realization of direct effects and/or the initiation of new projects. Indeed, 34 (49%) out of 70 replies who made recommendations to management resulted in the initiation of new projects/enhancement of current programs. It is believed that the pragmatic recommendations had provided the management officials with concrete ideas for possible advancement in the organization.

## 2.2.4 Organize in-house workshops

36 out of 70 replies (51%) indicated that in-house workshops had been organized after the regional/sub-regional workshops. The survey confirms that the knowledge gained, along with good practices from other countries in the WCO regional/sub-regional workshops, is being introduced into Members' domestic training programs. This reinforcement contributes to the improvement in efficiency and effectiveness of Members' work.

## 2.3 Application of lessons learnt from the workshops

One of the purposes of the Survey is to capture the impact that capacity-building programs have on the performance of regional Member administrations in terms of work efficiency, effectiveness, and organizational development. Respondents were asked to disclose how they immediately applied the acquired knowledge to enhance their operational performance. In general, these applications can be categorized into two aspects based on their objectives and effects: (a) operational improvement and (b) strategic empowerment. Below are some exemplifying follow-up actions taken:

### (a) Operational improvement

➤ **Enhanced Data Management Techniques:** Fiji and Japan applied advanced data management and analysis skills to identify patterns in illicit trade, improving customs operations' accuracy and efficiency (*WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade*).

➤ **Streamlined Post-Clearance Audit Processes:** India refined audit procedures by integrating PCA workshop best practices, reducing processing times and increasing compliance checks' accuracy. (*WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members*)

➤ **Adoption of Digital Tools for Paperless Trade:** Papua New Guinea (PNG) and Malaysia applied emerging technologies for facilitating cross-border paperless trade, significantly reducing paperwork and expediting trade processes (*WCO-UNESCAP 5<sup>th</sup> Masterclass*).

## (b) Strategic empowerment

➤ **Development of National Single Window Systems:** PNG embarked on process mapping for the National Single Window project, aiming for a single submission portal to enhance trade efficiency (*WCO-UNESCAP 5<sup>th</sup> Masterclass*).

➤ **Formulation of Canine Program Strategies:** India and Japan shared canine program experiences, leading to strategic discussions on enhancing canine units' effectiveness in customs operations (*WCO Asia-Pacific Regional Workshop on Canines*).

➤ **Environmental Legislation Reviews:** Vanuatu incorporated Multilateral Environmental Agreements Workshop issues into national legislation, aligning operations with environmental conservation goals for sustainable trade practices. (*WCO Regional Workshop on the Multilateral Environmental Agreements*)

## 2.4 Realization of direct effects

### 2.4.1 Direct effects obtained from the WCO workshops

Workshop participants observed a series of direct effects following the follow-up actions taken in their home administrations. (Table 3) presents the participants' views on the realization of these direct effects after attending WCO workshops.

**(Table 3) Direct effects realized from application of lessons learnt**

WCO Regional/Sub-regional Workshops	Total No. of replies	Yes
1	6	5
2	8	3
3	8	4
4	6	3
5	4	3
6	6	3
7	10	5

8	5	3
9	13	7
10	4	3
<b>Total</b>	<b>70</b>	<b>39</b>

\*(NB): The sequential number of the Regional/Sub-regional Workshops is correspondent to (Table 1).

56% of respondents who observed direct effects after participating in the workshops agreed that applying the lessons learned at the managerial and operational levels brought about positive effects, while some indicated they had not observed any direct impact for the time being or had yet to realize any.

Some examples of tangible and direct effects apprehended are listed at below:

- Increased PCA awareness and findings (*Bangladesh, WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit*)
- The insights gained from workshop will guide their strategy and policy for facilitating cross-border paperless trade using emerging technologies (*Malaysia, the WCO-UNESCAP 5<sup>th</sup> Masterclass on Facilitating Cross-border Paperless Trade*)
- Enhancement in fraud detection techniques (*Sri Lanka, WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade*)
- Adoption of modern technologies and procedural improvements (*Mongolia, WCO Regional Workshop on The Revised Kyoto Convention for the Asia Pacific Region*)
- Engagement and collaboration improvements in e-commerce customs processes (*Papua New Guinea, WCO Sub-Regional workshop on E-Commerce*)

#### 2.4.2 Realization of direct impact correlates with specific follow-up actions taken

An analysis of the correlation between the realization of direct effects and follow-up actions taken, such as sharing materials and organizing in-house workshops, was conducted, and the findings are presented in Table 4. We observe an increase in the correlations between direct effects realized and individual follow-up actions (43% in 2022 increased to 66% in 2023 for sharing materials, while 33% in 2022 increased to 67% in 2023 for organizing in-house

workshops). Furthermore, 92% of respondents who realized direct effects (91% in 2022) had shared workshop materials with relevant colleagues and/or organized in-house workshops. Undoubtedly, sharing materials and conducting in-house training are still regarded as the most effective ways to disseminate pertinent information, including good practices from other Members to colleagues and discuss specific recommendations for operational improvement.

**(Table 4) Correlation between realization of direct effects and specific follow-up actions taken**

WCO Sub-/Regional Workshops		Member participants shared workshop materials	Member participants organized in-house workshop	Member participants realized direct effects
1	WCO Sub-regional Workshop on Authorized Economic Operator (AEO) for ASEAN members	<u>ID</u> , KH, PH, <u>SG</u> , TH, VN	<u>ID</u> , KH, PH, <u>SG</u> , TH, VN	<b>ID, KH, SG, TH, VN</b>
2	WCO Sub-regional Workshop on Customs Valuation for ASEAN members	BN, <u>ID</u> , KH, MM, MY, <u>PH</u> , <u>SG</u> , TH	BN, KH, MM, MY, <u>SG</u> , TH	<b>ID, PH, SG</b>
3	WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade	<u>FJ</u> , <u>JP</u> , <u>PG</u> , TH	<u>FJ</u> , <u>LK</u>	<b>FJ, PG, LK,</b>
4	WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service	<u>FJ</u> , <u>PG</u> ,	<u>PG</u> ,	<b>FJ, PG, TL</b>
5	WCO-UNESCAP 5 <sup>th</sup> Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies	<u>BD</u> , BT, KH, MY, <u>MN</u> , <u>MM</u> , NP, PK, <u>PG</u> , TH	<u>BD</u> , BT, NP, <u>PG</u>	<b>BD, MN, MM, PG, TH</b>
6	WCO Asia-Pacific Regional Workshop on Digital Forensics	<u>KH</u> , LA, <u>MY</u>	<u>MY</u>	<b>KH, MY</b>
7	WCO Regional Workshop on The Revised Kyoto Convention (RKC) for the Asia Pacific Region	<u>BD</u> , BT, KH, IR, MY, <u>MN</u> , <u>MM</u> , <u>WS</u> , <u>SG</u> , TH, VN	<u>KH</u> , <u>MM</u> , <u>WS</u> , TH	<b>BD, BT, KH, MV, MN, MM, WS</b>
8	WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members	<u>BD</u> , <u>LK</u>	<u>BD</u> , <u>MV</u> , <u>LK</u>	<b>BD, MV, LK,</b>
9	The WCO Regional Workshop on the Multilateral Environmental Agreements for the Asia Pacific Region	<u>FJ</u> , MY, BT, <u>TH</u> , <u>VU</u> , <u>KH</u> , <u>NP</u> , <u>TO</u>	<u>FJ</u> , MY, <u>BT</u> , <u>VU</u> , <u>TO</u>	<b>FJ, BT, VU, NP</b>
10	The WCO Asia-Pacific Regional	<u>AU</u> , BT, IN, <u>JP</u> ,	<u>AU</u> , BT, IN,	<b>AU, JP, PG</b>

	Workshop on Canines	<u>WS</u>	<u>WS</u>	
<b>Total</b>		<b>59</b>	<b>36</b>	<b>38</b>
Numbers and percentage of respective actions presumably led to realizing direct effects		39(66%)	24(67%)	-
Number and percentage presumably attributed to sharing materials and/or in-house workshops				35 (92%)

(NB1) The Members administrations who had realized direct effects are underlined in the columns of shared training materials and organized in-house workshops.

(NB2) The Members administrations who had shared training materials or organized in-house workshops are shown in bold in the column of realized direct effects.

## 2.5 Improvement in work efficiency and effectiveness

With the goal of enhancing the effectiveness and efficiency of Customs administrations, the WCO puts great effort into providing guidance and support to build its Members' capacity in achieving their national development goals, particularly in the areas of trade facilitation, revenue collection, community protection, and national security. In Survey 2023, respondents were asked whether the WCO workshops had contributed to improving work efficiency and effectiveness in their home administrations. Among the 70 replies to this question, 96% agreed that the lessons learned from the workshops had positively advanced their work (please refer to Table 5).

**(Table 5) Improvement in work efficiency and effectiveness**

WCO Sub-/Regional Workshops		Total no. of replies	Yes
1	WCO Sub-regional Workshop on Authorized Economic Operator (AEO) for ASEAN members	6	6
2	WCO Sub-regional Workshop on Customs Valuation for ASEAN members	8	8
3	WCO Regional Workshop on the Multilateral Environmental Agreements (MEAs) for the Asia Pacific Region	8	8
4	WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade	6	5
5	WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service	4	3
6	WCO Asia-Pacific Regional Workshop on Canines	6	6
7	WCO-UNESCAP 5 <sup>th</sup> Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies	10	10
8	WCO Asia-Pacific Regional Workshop on Digital Forensics	5	5

9	WCO Regional Workshop on The Revised Kyoto Convention (RKC) for the Asia Pacific Region	13	12
10	WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members	4	4
<b>Total</b>		<b>70</b>	<b>67(96%)</b>

Some good examples of work improvement are listed as below:

- “Workshop support helps to improve valuation.” (*Myanmar, WCO Sub-regional Workshop on Customs Valuation for ASEAN members*)
- “The workshop has given me a consistent understanding of customs valuation principles and practices across ASEAN. It’s also reducing the likelihood of misunderstandings or misinterpretations on my valuation cases approach.” (*Malaysia, WCO Sub-regional Workshop on Customs Valuation for ASEAN members*)
- “In some cases, CIC (one of our Intelligence Department) break the User Id and password of Tax evaders and unearth huge revenue leakage. If we get a full-fledged forensic lab, efficiency will be improved further.” (*Bangladesh, WCO Asia-Pacific Regional Workshop on Digital Forensics*)
- “We can apply the techniques used by the experts at some of our operational activities.” (*Cambodia, WCO Asia-Pacific Regional Workshop on Digital Forensics*)
- “Based on the experience of other countries, we learned how to manage this unit more effectively in terms of the delivery system.” (*Malaysia, WCO Asia-Pacific Regional Workshop on Digital Forensics*)
- “The frontline offices have recognized that e-commerce techniques will improve the existing process and have made recommendations for improvement.” (*Fiji, Papua New Guinea, Timor-Leste, WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service*)
- “PCA awareness grew among the officials. Number of findings from PCA has been increased.” (*Bangladesh, WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit for South Asian Members*)
- “New ideas on conducting audits have emerged.” (*Maldives, WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members*)

## 2.6 Initiation of modernization projects

### 2.6.1 Development of new projects

The last question of the questionnaire pertains to the initiation of new modernization projects. The capacity-building programs organized by the WCO aim not only to enhance the effectiveness and efficiency of Customs performance but also to provide Members with abundant food-for-thought for the development of reform and modernization initiatives. In this context, the ROCB A/P does not provide an exclusive definition of “modernization projects” for Members. These projects can entail institutional engagement towards future enhancement of current systems or programs with short/mid-term projections. Among the 69 respondents, 51% were inspired by the fruitful content of the WCO workshops or the good practices shared by other Members, leading to the initiation of new projects in their home administrations. Table 6 provides details of the results.

**(Table 6) Initiation of new modernization projects**

WCO Sub-/Regional Workshops		Total no. of replies	Yes	No
1	WCO Sub-regional Workshop on Authorized Economic Operator (AEO) for ASEAN members	6	0	6
2	WCO Sub-regional Workshop on Customs Valuation for ASEAN members	8	3	5
3	WCO Regional Workshop on the Multilateral Environmental Agreements (MEAs) for the Asia Pacific Region	8	4	4
4	WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade	6	4	2
5	WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service	4	3	1
6	WCO Asia-Pacific Regional Workshop on Canines	6	2	4
7	WCO-UNESCAP 5 <sup>th</sup> Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies	10	6	4
8	WCO Asia-Pacific Regional Workshop on Digital Forensics	5	4	1
9	WCO Regional Workshop on The Revised Kyoto Convention (RKC) for the Asia Pacific Region	13	8	5
10	WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members	4	2	2

<b>Total</b>	<b>70</b>	<b>36 (51%)</b>	<b>34</b>
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Below are some of the modernization projects newly initiated or enhanced on-going projects:

- “Followed up on nCEN database usage and revealed that the system was down for some time with FRCS. Issue has been resolved after flagging to IT and liaison with WCO.” (*Fiji, WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade*)

- “PNG Customs Operational Officers including the 23 Government regulating agencies participated in the scoping exercise of the National Single Window Blueprint produced in Draft, with the support of UNCTAD consultant and myself and the Customs Coordinating Officer and member of the NTFC secretariat team we conducted ‘as is’ mapping process and ‘to be’ Electronic automated process that is going through the National Executive Council Endorsement of the National Single Window Project for Papua New Guinea by 2024.” (*Papua New Guinea, WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade*)

- “New departmental order drafted to make it mandatory to submit seizure data to nCEN even up on pending payments of forfeiture, pending litigation, pending analysis reports on substances (however administration agreed that the data are submitted once the Customs inquiry order is delivered even upon above pending matters).” (*Sri Lanka, WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade*)

- “After comeback from workshop, Free zone SOP /special operation of procedure/ was amended and approved by the Ministry of Justice and Internal Affairs, and it has been generally followed and enforced since 01.03.2023.” (*Mongolia, WCO Regional Workshop on The Revised Kyoto Convention (RKC) for the Asia Pacific Region*)

- “One of modernization projects my administration is taking is that we are coming up with the new online customs system. In the new system, one feature is linked to PCA. In the next five months, we are expecting to launch new Customs online system.” (*Bhutan, WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members*)

- “PCA section understood the importance of publication of the draft SOP for PCA as an official PCA manual and as a result the said draft SOP has been presented to the senior management for approval and publication.” (*Sri Lanka, WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members*)

## 2.6.2 Initiation of new reform and modernization projects correlates with specific follow-up actions taken

Policy and funding support are always prerequisites for the successful implementation of customs reform and modernization. To gain support from high-level management for launching new projects or enhancing existing systems, it is practical to begin by submitting a detailed report with gap analysis and specific recommendations for their consideration.

In fact, the ROCB A/P has found a correlation between the initiation of new projects and the application of knowledge acquired from WCO workshops. The analysis findings show that detailed mission reports and/or specific recommendations made by workshop participants, who had an in-depth understanding of the perceived gaps in their operations compared to learned international standards or good practices of other Members, contributed to enhancing existing practices or initiating new programs in their home administrations. Presumably, 94% of respondents believed that the new reforms or advancements were attributed to the submission of mission reports and/or respective recommendations made to senior officials (see Table 7).

**(Table 7) Correlation between initiation of new modernization projects and specific follow-up actions taken**

WCO Sub-/Regional Workshops		Member participants submitted reports	Member participants made specific recommendations	Member participants initiated new projects
(1)	WCO Sub-regional Workshop on Authorized Economic Operator (AEO) for ASEAN members	<u>ID</u> , KH, PH, <u>SG</u> , TH, VN	<u>KH</u>	-
(2)	WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade	<u>FJ</u> , PG, LK, TH	<u>FJ</u> , PG, <u>LK</u>	PG, LK, TH, BT
(3)	WCO Sub-Regional workshop on E-Commerce to facilitate small package clearance collaboration with Postal Service	<u>PG</u> , TL	<u>PG</u>	PG, TL, FJ
(4)	WCO Regional Workshop on The Revised Kyoto Convention	BT, <u>BN</u> , KH, IR,	BD, <u>KH</u> , MY, <u>MV</u> , <u>MN</u> ,	BN, MY, MN,MM,

	(RKC) for the Asia Pacific Region	<u>MY, MN, MM, WS, TH, VN</u>	<u>MM, WS, VN</u>	<b>VN, BT, KH, MV,</b>
(5)	WCO Asia-Pacific Sub-Regional Virtual Workshop on Post Clearance Audit (PCA) for South Asian Members	BD, <u>LK</u>	BD, MV	BT, LK
(6)	The WCO Asia-Pacific Regional Workshop on Canines	AU, <u>IN, JP, PNG, WS</u>	AU, <u>IN, PNG, WS</u>	<b>IN, WS</b>
(7)	The WCO-UNESCAP 5th Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies	<u>BD, KH, MY, MN, MM, PK, PG</u>	<u>KH, MM, NP, PK, PG</u>	<b>BD, KH, MY, MM, PG, TH</b>
(8)	The WCO Sub-regional Workshop on Customs Valuation for the Association of Southeast Asian Nations (ASEAN) members	BN, ID, <u>KH, MM, MY, PH, SG</u>	ID, <u>MM</u>	<b>KH, MM, MY</b>
(9)	The WCO Regional Workshop on the Multilateral Environmental Agreements for the Asia Pacific Region	FJ, MY, BT, <u>VU, KH, NP, TO</u>	FJ, VU, <u>KH, NP</u>	<b>TH, VU, KH, NP</b>
(10)	The WCO Asia-Pacific Regional Workshop on Digital Forensics	<u>BD, KH, LA, MY, MV</u>	<u>BD, KH, MY, MV</u>	<b>BD, KH, LA, MY</b>
<b>Total</b>		<b>55</b>	<b>34</b>	<b>36</b>
Numbers and percentage of respective actions presumably led to initiating new projects		29 (53%)	22 (65%)	--
Number and percentage presumably attributed to submitting reports and/or making specific recommendations				34 (94%)

(NB1) The Members administrations who had initiated new projects are underlined in the columns of submitted reports and made specific recommendations.

(NB2) The Members administrations who had submitted reports or made specific recommendations are shown in bold in the column of initiated new projects.

### 3. Conclusion

Based on the findings of Survey 2023, the ROCB A/P observes that most workshop participants shared information and learning upon returning home, submitted reports to their supervisors, and organized in-house training. The workshops also inspired Member Administrations to initiate new projects and improve efficiency, as well as organizational development. Additionally, Members emphasized the value of workshops for exchanging views on regional focus areas. They noted that face-to-face workshops offer greater interactivity and opportunities for personal connections and non-verbal communication compared to virtual sessions.

In the next fiscal year, the ROCB A/P will endeavor to continue delivering face-to-face capacity-building activities. We remain committed to encouraging Member representatives in WCO workshops to optimize the value of regional capacity-building programs in their organizations, while also evaluating development progress and identifying further technical assistance needs of Member administrations. This report is expected to serve as a useful reference point for Asia Pacific Members.

For questions and comments on this Good Practice Report or the Follow-Up Actions Survey, please feel free to contact Mr. Louis Chan, Program Manager of ROCB A/P, at [louischan@rocbap.org](mailto:louischan@rocbap.org) or Mr. Norikazu Kuramoto, Head of ROCB A/P, at [norikazu.kuramoto@rocbap.org](mailto:norikazu.kuramoto@rocbap.org).