No. 15

ROCB A/P
Good Customs Practice Report on

Exemplifying Follow-Up Actions taken after the WCO Regional Workshops organized in FY 2015/16

February 2017

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Foreword by the ROCB A/P

One of the ROCB A/P's missions is to evaluate the progress of the A/P Members at regular intervals to confirm progress and identify further development requirements.   In order to optimize the effectiveness of regional capacity building assistance programs, the ROCB A/P encourages the workshop participants to apply lessons learned to their daily operations wherever appropriate and disseminate pertinent information to the right people in a timely manner.   In this context, in 2015, the ROCB A/P initiated a "Survey on the Follow-Up Actions taken after the Participation in the WCO Regional Workshop (the Follow-Up Action Survey)."

This Good Practice Report features the summation of second round of the Follow-Up Action Survey and highlights some of the exemplified follow-up actions taken after the participation in the WCO A/P sub-/regional workshops organized in the FY2015/16.   It is strongly hoped that other workshop participants are inspired from those exemplifying follow-up actions, which will surely bear tangible outcomes in various forms, including institutional and individual performance improvement.   At the same time, it is also hoped that Member administrations recognize the value of the WCO's capacity building assistance programs and the practical recommendations, which their respective workshop participants may make for the furthering reform and modernization initiatives.   The ROCB A/P encourages their continued commitment and involvement in their administrations' efforts in ameliorating operational performance efficiency and effectiveness.

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1. Introduction

Background of the ROCB A/P's Survey

The Terms of Reference of the ROCB A/P, which was adopted at the Regional Heads of Customs Administrations Conference held in 2014, states that the ROCB A/P's overall objectives include the delivery of organizational development support to the Member administrations. The same specifies that the ROCB A/P is required to evaluate the development progress of the Members at regular intervals, to both confirm progress and identify further development requirements. The Annual Technical Assistance Needs Survey, which is conducted in cooperation with the Regional Training Coordinator (Japan Customs), is part of the actions to fulfill the aforementioned tasks. Given the limited financial and human resources to accommodate growing needs for capacity building assistance, the WCO and the ROCB A/P do the best and prioritize the Members' needs and deliver the relevant regional capacity building programs on these prioritized topics. At the same time, in order to optimize the effectiveness of these regional capacity building assistance programs, the ROCB A/P encourages the workshop participants to apply these lessons learned to their daily operations wherever appropriate and disseminate pertinent information and shared experiences with the right people within their administrations in a timely manner.

In this regard, in 2015, the ROCB A/P initiated a Survey on the Follow-Up Actions taken after the Participation in the WCO Regional Workshop (hereinafter referred to as "the Follow-Up Action Survey") on the sub-/regional workshops organized in the FY2014/15 and developed a questionnaire template as appended to this Report. The Survey intended to collect pertinent information on the modalities of the follow-up actions taken at their respective home administrations in the wake of participation in the sub-/regional workshops. This survey did not intend to evaluate and/or criticize any of reporting or recommendations the workshop participants made. Rather, it was to take a snapshot of the impact the capacity building programs has had on the regional Member administrations' performance

efficiency and effectiveness.　　It was also expected that the questionnaire would remind the workshop participants of their expected roles and encourage them to continuously utilize the skills and knowledge they have gained, wherever possible after the respective regional capacity building programs.

About the second round of the ROCB A/P Survey

This Good Practice Report features the summation of the second round of the Survey and highlights exemplified follow-up actions taken after the participation in the WCO sub-/regional workshops organized in the FY2015/16 (July 2015 – June 2016).　　The questionnaire was circulated 6 months after the respective WCO sub-/regional workshops have been organized, and the last survey was completed in December 2016.

The ROCB A/P takes this opportunity to express its sincere appreciation to those who responded to the Survey and shared to his/her administration the lessons learned from the respective WCO Sub-/Regional Workshops.

2. Summation of the replies/inputs to the ROCB A/P's Survey

(1) Responses from the workshop participants

In the FY2015/16, the ROCB A/P organized a total of 19 sub-/regional workshops, which is the largest number in a single fiscal year in the ROCB A/P's history. Among the 19 workshops, excluding 3 regional workshops for the accreditation of Customs experts, 16 were subject to this second round of the Follow-Up Action Survey in 2016.　　The ROCB A/P circulated questionnaires to all workshop participants approximately 6 months after the workshops had been organized. Titles of the surveyed WCO sub-/regional workshops, as well as the numbers of

the participated administrations and the replies to it, are shown in the following Table 1.

(Table 1)

WCO Regional Workshops subject to the Survey		No. of participated administrations	No. of replies
(1)	WCO Sub-regional Workshop on Customs Valuation (Sep. 2015)	3	1
(2)	WCO Train-the-Trainers Workshop for the Joint Enforcement Action against Counterfeiting and Piracy in the A/P Region (Sep. 2015)	26	5
(3)	WCO Regional Workshop on Coordinated Border Management (Dec. 2015)	21	7
(4)	WCO Regional Workshop on Revenue Package and Advance Ruling (Jan. 2016)	25	5
(5)	WCO Regional Workshop on Strategic Leadership in Information Technology (Mar. 2016)	20	12
(6)	WCO Follow-Up Workshop for Joint Action against Counterfeiting and Piracy in the A/P Region (Action IPR A/P) (Mar. 2016)	21	5
(7)	WCO Sub-regional Workshop on Transit Corridors for the GMS (Apr. 2016)	6	4
(8)	WCO Regional Workshop on Strategic Trade Control Enforcement (Apr. 2016)	27	7
(9)	WCO Regional Workshop on HS2017 Implementation (Apr. 2016)	25	13
(10)	WCO Regional Workshop on Passenger Controls (Apr. 2016)	26	15
(11)	WCO Sub-regional Workshop on Transit Corridors for South Asia (Apr. 2016)	4	4
(12)	WCO Regional Workshop on Counterfeiting and Piracy (May 2016)	25	13
(13)	WCO Regional Workshop on WTO Trade Facilitation Agreement (Jun. 2016)	23	19
(14)	WCO Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information (Jun. 2016)	29	14

(15)	WCO Regional Workshop on the Compliance and Enforcement Package (Jun. 2016)	23	18
(16)	WCO Sub-regional Workshop on Search, Interview and Investigation Techniques (Jun. 2016)	5	4
	Total	309	146 (47.3%)

ROCB A/P's endeavor to collect more replies and inputs to the Survey

Given the commendable and exemplifying follow-up actions taken by the workshop participants, which came to light as a result of the first round of the Survey, it was important to showcase practical examples to the workshop participants. The ROCB A/P took every possible opportunity to give an explanation about the Survey, especially in the course of the sub-/regional workshops organized in the FY2015/16. The ROCB A/P also informed the workshop participants of the on-going exercise of the Follow-Up Actions Survey for their preparedness. Furthermore, in an attempt to collect more replies to the Survey, the ROCB A/P sent reminders to the workshop participants prior to the due dates for the reply. Thanks to these continued awareness-raising actions taken by the ROCB A/P, the number and rate of replies increased from the previous year (from 28.22% (in 2015) to 47.25%).

Provision of feedback to the workshop participants to further encourage follow-up actions

With a view to further encouraging workshop participants' continued engagement to the reform and modernization based on the lessons learned from the respective workshops and, hopefully, further stimulating their interests in the follow-up actions taken by other workshop participants, the ROCB A/P provided the workshop participants, regardless of whether they replied nor not, with feedback with aggregated table of their replies. This initiative also led to additional inputs to the Survey even after the due date for the reply.

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

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

(Table 2)

(NB)	Shared Training materials	Submitted reports	Made Recommendations	Organized in-house workshop	Developed operational manuals	Others
(1)	1			1		
(2)	4	4	1	2	1	1
(3)	7	5	3	2		
(4)	5	5	2		1	1
(5)	12	8	3	2	2	2
(6)	4	4	3			
(7)	2	4	3			2
(8)	4	6	6	4	4	1
(9)	12	11	10	8	8	1
(10)	10	13	8	2	2	1
(11)	4	2	2	2	2	
(12)	11	10	9	2		1
(13)	14	12	11	3	2	4
(14)	10	10	10	7	1	1
(15)	16	15	10	4	2	1
(16)	4	4	4	3	2	2
Total	120	113	85	42	27	18

(NB) Sequential numbers of Regional Workshops shown in the Table 1.

The Survey revealed that the common follow-up actions are submission of their reports to their management and sharing of distributed training materials with their colleagues at the relevant departments/divisions either by circulation of physical print-outs or placing them in digital form on their intranet.

Wider use of intranet for disseminating the workshop materials

Thanks to these commendable information sharing actions taken after the workshops, especially by using intranet or common drive file, the training materials have been made available to a large number of their colleagues. Indeed, it is difficult to specify the number of these colleagues who actually have had access to the training materials brought back and shared by the workshop participants, but the replies indicate that the average number has doubled, i.e. approximately 40, from the previous year. Pleasantly, there were several replies indicating that all of the officials within the administrations became aware of these materials.

More in-house workshops were conducted to share lessons learned from the WCO Sub-/Regional Workshops

It is worth mentioning that more Member administrations organized in-house workshops to disseminate their lessons learned and discuss particular recommendations for their operational amelioration. It is hoped that the other Member administrations' good practices for disseminating workshop materials, as showcased in the previous year, has resulted in encouraging the participants or administrations to follow it. The results of the Follow-Up Survey in 2015 showed that the participants from 6 Member administrations (i.e. Cambodia, India, Malaysia, Mongolia, Pakistan and Tonga) organized in-house workshops in the FY2014/15. As for the sub-/regional workshops in the FY2015/16, those who are from 18 Member administrations conducted at least 42 in-house workshops. The Member administrations whose workshop participants organized these in-house workshops in the FY2015/16 were: Afghanistan, Bangladesh, Bhutan, Cambodia, China, Fiji, Hong Kong China, India, Malaysia, Maldives, Pakistan, Samoa, Singapore, Sri Lanka, Thailand, Tonga, Union of Myanmar and Vanuatu.

Specific recommendations filed for possible improvement in their operational efficiency and effectiveness

It is encouraging that the workshop participants' mission reports are often accompanied by specific recommendations which the administrations may adopt in their daily operations or take more fundamental measures in order to remedy

perceived gaps between their current practices and international good practices.

Answers indicated as "others", include outreaching to other government agencies and private sector, including contribution to the amendment of relevant laws and regulations to align with learned good practices. Apart from the above-mentioned follow-up actions, other prominent actions are as follows:

➢ Initiated Customs code amendment based on the Valuation Agreement (Afghanistan after the Sub-regional Workshop on Customs Valuation);

➢ Drafted IT policy based on the lessons learned (Maldives after the Regional Workshop on Strategic Leadership in IT);

➢ Included some areas in the IT Scorecard under Disaster Recovery operations (Samoa after the Regional Workshop on Strategic Leadership in IT);

➢ Briefed Customs Management on Strategic Trade Control and Enforcement (STCE) and what needs to be done on national front (Fiji after the Regional Workshop on Strategic Trade Control Enforcement);

➢ Formulated and trained the HS2017 Task Force (Samoa after the Regional Workshop on HS2017);

➢ Defined own PNR data requirement which derived from the PNR Guidelines and experiences of participated Customs administrations (Thailand after the Regional Workshop on Passenger Controls);

➢ Referred to legal officer to check with national law about Advance Passenger Information (Tonga after the Regional Workshop on Passenger Controls);

➢ Updated relevant provisions of newly re-written Customs legislation (bill) to be presented before the National Legislative Assembly in 2017. (Tonga after the Regional Workshop on Trade Facilitation Agreement); and

➢ Prepared a presentation on the Trade Facilitation Agreement jointly with the MoFA to the Ruling Party members of the Parliament, which has led to the approval of the ratification to the TFA. (Mongolia after the Regional Workshop

on Trade Facilitation Agreement).

(3) Application of lessons learned from the workshops for the administrations' performance improvement

As shown in the summation of the replies to the first question on specific actions taken, a good number of workshop participants disseminated their lessons learned and training materials to their relevant departments and divisions through wider use of intranet or organizing cascading in-house workshops. The knowledge and lessons learned should be applied wherever possible in the course of the Member administrations' daily operations since the workshops have provided the participants with knowledge of the international standards as well as other Member administrations' good practice and success models realized through application thereof.

Replies to this question show the ways of immediate use of the lessons learned in the context of improving efficiency and effectiveness of their operational performance. It appears that the way of applying lessons learned may be categorized into 2 aspects by its objectives and effects: namely (a) augmenting operational quality and practices; and (b) managerial actions aimed at enhancing statutory and institutional set-ups, including reference for policy development. Those inputs, which are of particular interests, include the following good practices:

(a) Application for operational purposes

➢ More awareness-raising and practice of risk assessment in targeting IPR infringing goods   (Malaysia after the Train-the-Trainers Workshops for the Joint Enforcement Actions against Counterfeiting and Piracy);

➢ Identification of challenges through case studies focusing on Revenue Package (Philippines after the Regional Workshop on Revenue Package and Advance Ruling);

- Setting and revision of the KPIs under IT Scorecard (Samoa after the Regional Workshop on Strategic Leadership in IT);

- Better commodity identification and products profiling and targeting (e.g. incorporation into targeting module) (Fiji and Hong Kong China after the Regional Workshop on Strategic Trade Control Enforcement);

- Preparation of correlation tables and papers for consultation with stakeholders and delivery of awareness programs (Maldives after the Regional Workshop on HS2017);

- Examination of scenario training learned at the Workshop and tried to apply to passenger analysis (Korea after the Regional workshop on Passenger Controls);

- Systemization of data information (previous history of Customs controls of passengers) into the APIS (Mongolia after the Regional Workshop on Passenger Controls);

- Issuance of a Notification requiring airlines to provide arrival and departure information on passengers on a number of more detailed parameters (India after the Regional Workshop on Passenger Controls);

- Started the use of WCO's IPM application (Lao PDR after the Regional Workshop on Counterfeit and Piracy);

- Development of training materials on TFA based on the workshop documents (Afghanistan after the Regional Workshop on Trade Facilitation Agreement); and

- Changing single risk management criteria to multiple criteria (Afghanistan after the Regional Workshop on Risk Management and Selectivity with Advance Cargo Information)

(b) Application for statutory enhancement purposes

- With clear concept of Coordinated Border Management (CBM), convened a meeting with other border agencies and the counterpart Customs to maintain cordial relationship and information exchange (Bhutan after the Regional

Workshop on CBM);

➢ Managerial awareness-raising how effective utilization of ICT can greatly assist in performance and attaining organizational goals and objectives (Tonga after the Regional Workshop on Strategic Leadership in IT);

➢ Recognition on some problems relating to coordination with other border control agencies for future policy-making (China after the Sub-regional Workshop on Transit Corridor for the GMS);

➢ Revision of Customs Acts and Rules and conducted awareness workshop about coordination with other agencies to facilitate effective transit process. (Bhutan after the Sub-regional Workshop on Transit Corridor for South Asia);

➢ Establishment of integrated checkpoints across the borders with all enforcement agencies to have effective information sharing and coordination (Bhutan after the Sub-regional Workshop on Transit Corridor for South Asia);

➢ Supplementing review of documents to be submitted to the Parliament (Samoa after the Regional Workshop on HS2017); and

➢ Use of lessons learned in making new procedures to eliminate trade barriers, such as trade compliance program to provide compliant traders are given priority over others in Customs clearance.   (Maldives after the Regional Workshop on Trade Facilitation Agreement).

(4) Observed direct effects realized from the application of lessons learned

In the wake of the sharing of the workshop materials and application of lessons learned at the administrative level on operational and institutional context, the sub-/regional workshops have resulted in a series of tangible benefits.   The counts of the replies to this question are shown in the following Table 3.

(Table 3)

WCO Regional Workshops subject to the Survey		Total no. of replies (NB)	Direct effects realized	Direct effects not realized
(1)	WCO Sub-regional Workshop on Customs Valuation (Sep. 2015)	1	1	0
(2)	WCO Train-the-Trainers Workshop for the Joint Enforcement Action against Counterfeiting and Piracy in the A/P Region (Sep. 2015)	5	2	3
(3)	WCO Regional Workshop on Coordinated Border Management (Dec. 2015)	7	5	2
(4)	WCO Regional Workshop on Revenue Package and Advance Ruling (Jan. 2016)	5	4	1
(5)	WCO Regional Workshop on Strategic Leadership in Information Technology (Mar. 2016)	12	6	6
(6)	WCO Follow-Up Workshop for Joint Action against Counterfeiting and Piracy in the A/P Region (Action IPR A/P) (Mar. 2016)	5	5	0
(7)	WCO Sub-regional Workshop on Transit Corridors for the GMS (Apr. 2016)	4	1	3
(8)	WCO Regional Workshop on Strategic Trade Control Enforcement (Apr. 2016)	7	5	1
(9)	WCO Regional Workshop on HS2017 Implementation (Apr. 2016)	13	7	5
(10)	WCO Regional Workshop on Passenger Controls (Apr. 2016)	15	6	8
(11)	WCO Sub-regional Workshop on Transit Corridors for South Asia (Apr. 2016)	4	3	1
(12)	WCO Regional Workshop on Counterfeiting and Piracy (May 2016)	13	7	6
(13)	WCO Regional Workshop on WTO Trade Facilitation Agreement (Jun.	19	13	5

	2016)			
(14)	WCO Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information (Jun. 2016)	14	9	4
(15)	WCO Regional Workshop on the Compliance and Enforcement Package (Jun. 2016)	18	10	8
(16)	WCO Sub-regional Workshop on Search, Interview and Investigation Techniques (Jun. 2016)	4	4	0
Total		146	88 (62.4%)	53 (37.6%)

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

Nearly two-thirds of the replies indicated positively, while the remaining replies indicated they have not found particular effects up until the time the questionnaires were circulated.   In fact, some of the negative replies explained that it could take more time to realize the effects at the border mainly because the topics covered at the Workshops have not been introduced yet or the time required for the instillation and mature usage of the new methodologies.

Turning to the positive indications, the most immediate and prominent tangible results were the increase in the number of cases and amount of contraband seizures and additional revenue collection.   In addition, the Survey shows that the following tangible and direct effects were realized, among other things:

➢   Amendment of the customs code to align with the Valuation Agreement (Afghanistan after the Sub-regional Workshop on Customs Valuation);

➢   Coordination of opening and closing time of the work between Iran and Iraq Customs through consultation (Iran after the Regional Workshop on CBM);

➢   Being able to track down the delay and streamlined clearance processes through implementation of new SOP.   (Fiji after the regional Workshop on CBM);

➢   Accurately fixed the classification controversies by utilizing the diagnostic tool. (China after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Reformulated policies and regulations concerning advance ruling on valuation (Customs advice) to be conformity with best international practices (i.e. WCO Technical Guideline on Advance Ruling and WTO TFA). (Indonesia after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Application of the knowledge on ICT Project Management to prepare ICT projects which will be invested in 2017 (Vietnam after the Regional Workshop on Strategic Leadership in IT);

➢ Strengthened check on chemical materials with reference to the extensive list of strategic chemicals (Sri Lanka, Fiji, Singapore and Pakistan after the Regional Workshop on Strategic Trade Control Enforcement);

➢ Introduction of new methods to communicate between selection officers and control officers (Tonga after the Regional Workshop on Passenger Controls);

➢ Organization of joint meeting and promotion of open-door activities with IPR holders (Mongolia after the Regional Workshops on Counterfeiting and Piracy);

➢ Drafted manual to give guidance to Customhouses throughout the country for TFA implementation (China after the Regional Workshop on Trade Facilitation Agreement);

➢ Law reform to align with the WTO Trade Facilitation Agreement and the Revised Kyoto Convention and change staffs' mindset (Tonga after the Regional Workshop on Trade Facilitation Agreement); and

➢ Changes in risk management approaches and day-to-day control activities (Bangladesh, Bhutan, Nepal, Tonga and Union of Myanmar after the Regional Workshop on Compliance and Enforcement Package).

(5) Perception on the improvement in the work efficiency and effectiveness

The ROCB A/P asked the workshop participants if they consider that the

workshop has contributed or will contribute to improve efficiency and effectiveness of their administrations' work. The counts of the replies to this question are shown in the following Table 4.

(Table 4)

WCO Regional Workshops subject to the Survey		Total no. of replies (NB)	Contributed / will contribute	Not contributed/ will not contribute
(1)	WCO Sub-regional Workshop on Customs Valuation (Sep. 2015)	1	1	0
(2)	WCO Train-the-Trainers Workshop for the Joint Enforcement Action against Counterfeiting and Piracy in the A/P Region (Sep. 2015)	5	5	0
(3)	WCO Regional Workshop on Coordinated Border Management (Dec. 2015)	7	7	0
(4)	WCO Regional Workshop on Revenue Package and Advance Ruling (Jan. 2016)	5	5	0
(5)	WCO Regional Workshop on Strategic Leadership in Information Technology (Mar. 2016)	12	11	1
(6)	WCO Follow-Up Workshop for Joint Action against Counterfeiting and Piracy in the A/P Region (Action IPR A/P) (Mar. 2016)	5	5	0
(7)	WCO Sub-regional Workshop on Transit Corridors for the GMS (Apr. 2016)	4	4	0
(8)	WCO Regional Workshop on Strategic Trade Control Enforcement (Apr. 2016)	7	7	0
(9)	WCO Regional Workshop on HS2017 Implementation (Apr. 2016)	13	11	1
(10)	WCO Regional Workshop on Passenger Controls (Apr. 2016)	15	13	0
(11)	WCO Sub-regional Workshop on Transit Corridors for South Asia (Apr.	4	4	0

	2016)			
(12)	WCO Regional Workshop on Counterfeiting and Piracy (May 2016)	13	12	1
(13)	WCO Regional Workshop on WTO Trade Facilitation Agreement (Jun. 2016)	19	18	0
(14)	WCO Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information (Jun. 2016)	14	14	0
(15)	WCO Regional Workshop on the Compliance and Enforcement Package (Jun. 2016)	18	18	0
(16)	WCO Sub-regional Workshop on Search, Interview and Investigation Techniques (Jun. 2016)	4	4	0
Total		146	139 (97.9%)	3 (2.1%)

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

Almost all of the workshop participants indicated positive effects of the lessons learned from the participation in the workshops, which have been realized or will be realized in the near future. Some of the prominent positive effects are as follows:

➢ Improved awareness-raising on the harmfulness of IPR infringing goods to public health and safety. (Malaysia and Thailand after the Train-the-Trainers Workshop for the Joint Enforcement Actions against Counterfeiting and Piracy);

➢ Improved coordination among the border agencies and contributed to efficiency and effectiveness of the clearance of the goods (Fiji and Sri Lanka after the Regional Workshop on CBM);

➢ Enhancing management skills and designing of the relevant policies and regulations with diagnostic tools (China, Cambodia, Indonesia and Philippines after the Regional Workshops on Revenue Package and Advance Ruling);

➢ Providing good reference of critical success for IT projects (Hong Kong China,

Indonesia, Japan, Maldives, Philippines and Tonga after the Regional Workshop on Strategic Leadership in IT);

➢ Lessons learned will be applied to future design of IT systems for processing passenger data (China, Sri Lanka and Union of Myanmar after the Regional Workshop on Passenger Controls);

➢ Working with prosecutor and court to draft the national IPR prosecution guideline (Lao PDR after the Regional Workshop on Counterfeiting and Piracy); and

➢ Submitted IPR bills to the Parliament. Working to establish appropriate legal structure, national-level coordination, IPR Enforcement Unit in Customs, public awareness and education programs, IPR enforcement model at the border, etc. (Maldives after the Regional Workshop on Counterfeiting and Piracy)

➢ Tested own systems and utilized WCO Tools, which allowed to identify the issues and challenges (Papua New Guinea after the Train-the-Trainer Workshop for the Joint Enforcement Actions against Counterfeiting and Piracy);

➢ Provided better understanding of border control and Customs transit procedures, thus contributed to effectiveness for the implementation of transit trade (Cambodia, China and Thailand after the Sub-Regional Workshop on Transit Corridor for GMS);

➢ Expedited clearance process of strategic goods with new risk profiles created based on the knowledge acquired to identify and target relevant shipments. Increased the efficiency and effectiveness of the post auditing activities in monitoring and detecting non-compliant shipment. (Sri Lanka after the Regional Workshop on Strategic Trade Control Enforcement);

➢ Contributed to smooth introduction of HS2017 and increase efficiency and capacity in uniformed commodity classification (Bhutan, India, Maldives, Pakistan, Samoa and Vanuatu after the Regional Workshop on HS2017);

➢ Contributed to increase efficiency and effectiveness in dealing with passengers (Tonga and Vanuatu after the Regional Workshop on Passenger Controls);

➢ Reviewing risk assessment and selectivity criteria (Cambodia, Indonesia, Malaysia and Thailand after the Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information); and

➢ Audit investigation SOP has been developed for tax purposes (Fiji after the Sub-regional Workshop on Search, Interview and Investigation Techniques)

(6) Modernization projects initiated based on the lessons learned from the workshops

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

The WCO capacity building assistance programs provide the regional Member administrations with abundant food-for-thought for initiating modernization projects. In this regard, the ROCB A/P is keen to hear how the WCO sub-/regional workshops have led to fostering the Members' ownership and self-efforts towards improving institutional work performance and its efficiency and effectiveness.

In addition to the above question on the realization of direct effects (i.e. 2-(4)), this question focuses on whether the dissemination and application of lessons-learned at the administration-level in the operational and institutional context have led to initiating any modernization projects. Nearly half of the responded workshop participants indicated that a series of new modernization projects have been initiated for the improvement in the administrations' performance efficiency and effectiveness from mid- and long-term perspectives.

The counts of the replies to this question is shown in the following Table 5.

(Table 5)

WCO Regional Workshops subject to the Survey		Total no. of replies (NB)	Project initiated	Project not initiated
(1)	WCO Sub-regional Workshop on Customs Valuation (Sep. 2015)	1	-	-
(2)	WCO Train-the-Trainers Workshop for the Joint Enforcement Action against Counterfeiting and Piracy in the A/P Region (Sep. 2015)	5	1	4
(3)	WCO Regional Workshop on Coordinated Border Management (Dec. 2015)	7	3	4
(4)	WCO Regional Workshop on Revenue Package and Advance Ruling (Jan. 2016)	5	4	1
(5)	WCO Regional Workshop on Strategic Leadership in Information Technology (Mar. 2016)	12	6	6
(6)	WCO Follow-Up Workshop for Joint Action against Counterfeiting and Piracy in the A/P Region (Action IPR A/P) (Mar. 2016)	5	3	2
(7)	WCO Sub-regional Workshop on Transit Corridors for the GMS (Apr. 2016)	4	2	2
(8)	WCO Regional Workshop on Strategic Trade Control Enforcement (Apr. 2016)	7	3	3
(9)	WCO Regional Workshop on HS2017 Implementation (Apr. 2016)	13	9	4
(10)	WCO Regional Workshop on Passenger Controls (Apr. 2016)	15	6	6
(11)	WCO Sub-regional Workshop on Transit Corridors for South Asia (Apr. 2016)	4	2	2
(12)	WCO Regional Workshop on Counterfeiting and Piracy (May 2016)	13	3	10
(13)	WCO Regional Workshop on WTO Trade Facilitation Agreement (Jun. 2016)	19	9	8

(14)	WCO Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information (Jun. 2016)	14	8	6
(15)	WCO Regional Workshop on the Compliance and Enforcement Package (Jun. 2016)	18	3	15
(16)	WCO Sub-regional Workshop on Search, Interview and Investigation Techniques (Jun. 2016)	4	4	-
Total		146	66 (47.5%)	73 (52.5%)

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

For the purpose of this Follow-Up Action Survey, the ROCB A/P did not specify the definition of the "modernization projects" in a strict term, but as a common sense, it can be described rather institutional engagement work towards future amelioration of the current systems and regime with mid-term projections. These modernization projects may not be new initiatives, but could complement on-going reform and modernization projects as a matter of course.

Below is a showcase of some of the indicated modernization projects initiated and/or complemented in the wake of the participation in the WCO sub-/regional workshops and applying these lessons learned:

➢ Initiated formulation of Task Force for IPR enforcement (Sri Lanka after the Train-the-Trainers workshops for Joint Enforcement Action against Counterfeiting and Piracy);

➢ Application of the acquired knowledge into the introduction of new IT system (Iran after the Regional Workshop on CBM, and Philippines after the Regional Workshop on Strategic Leadership in IT);

➢ Working on acquiring advance version of APIS in collaboration with Immigration (Maldives after the Regional Workshop on CBM) ;

➢ New approach to reform Customs clearance and revenue collection system by establishing revenue collection centers aiming at improving uniform

application of rules of classification, Customs valuation and origin. (China after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Formulation and revision of the regulations concerning advance ruling on classification, Customs valuation and origin. Planning to design effective and efficient examination project of classification and Customs valuation (Indonesia after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Development of Customs Valuation Project (Cambodia after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Incorporation of advance ruling under the Customs Modernization and Tariff Act (Philippines after the Regional Workshop on Revenue Package and Advance Ruling);

➢ Upgrading of the technology to assist Strategic Trade Control and Enforcement (Singapore after the Regional Workshop on Strategic Trade Control Enforcement);

➢ Accelerating on-going project on misclassification identification and correction. (Maldives after the Regional Workshop on HS2017);

➢ Revision of pertinent legislation to require API and PNR (India, Sri Lanka, Thailand and Tonga after the Regional Workshop on Passenger Controls);

➢ Initiated development of interface to analyze passenger data (Sri Lanka after the Regional Workshop on Passenger Controls);

➢ New modernization plan for smooth transit system (Bangladesh after the Sub-regional Workshop on Transit Corridor for South Asia);

➢ Initiated intelligence sharing on commercial fraud and outright smuggling with Customs administrations in the neighboring countries (Bangladesh after the Sub-regional Workshop on Transit Corridor for South Asia);

➢ Revision of IPR protection legislation (Lao PDR after the Regional Workshop on Counterfeiting and Piracy);

- Initiated a study scheme on developing risk analysis mechanism (China after the Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information); and

- Reorganization of import processing mechanism (Sri Lanka after the Regional Workshop on Risk Assessment and Selectivity with Advance Cargo Information).

3. General observations by the ROCB A/P

As seen in the above summation, it is clear that the workshops participants brought an abundance of information and lessons-learned back home and properly shared them with the right persons for their attention and practical application thereof.   Indeed, the impact from the participants' follow-up actions showed that the potential of application of these learns learned are huge and they should not be underestimated. For example, the analysis on the aforementioned summations of the sections 2-(2) and 2-(4) suggests that the larger number of the colleagues are informed of the workshop materials, the more direct effects may accrued.   Likewise, the Member administrations, which organized in-house cascade workshops opt for initiating more modernization projects.   Therefore, in order to further optimize the effectiveness of the WCO's capacity building assistance programs, the ROCB A/P shall continue to encourage the workshop participants to consider following these good practices.   The ROCB A/P believes that the ownership and commitment of the respective workshop participants and continued dialogue are the keys for recapping 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 in cooperation with the WCO Secretariat and other

development partners.

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

x   x   x

ROCB A/P Questionnaire on the Follow-Up Actions taken after the participation in the WCO Regional Workshop

Event subject to survey:	
Conducted Date and venue of the Workshop:	
Participated Members: (- i.e. The administrations the replies are being sought)	

(Notes)

1. *This Questionnaire is intended to collect pertinent information on the follow-up actions taken at your home administrations in the wake of the participation in the captioned Regional Workshop.   Please kindly provide us with your inputs/information on the follow-up actions taken after the Workshop and up till today.*

2. *This questionnaire is <u>never intended to evaluate and/or criticise any of reporting or recommendations</u> you have made, but this is rather to take a sort of snapshot of impact of the technical cooperation, which the ROCB A/P has initiated in cooperation with the WCO secretariat.*

> ***Please return this questionnaire to:***
> ***xxxx@rocbap.org***
>
> ***by no later than <u>dd mm 2016</u>***

Responding administration	
Name and contact e-mail address of Responder (i.e. Workshop participant)	(Name of responder/Workshop participant)
	(E-mail address)

Q1	After you have come back from the Workshop, what specific follow-up actions you have done up till today?	(Please tick applicable answer(s) and/or fill in additional information, as appropriate) ☐ Circulated/shared training materials with colleagues (Please specify the number of colleagues with whom you shared the training materials.) ☐ Submitted a mission report to superiors ☐ Made some recommendations to management officials for consideration ☐ Organized an in-house workshop to cascade-down lessons learned ☐ Developed/updated operation manuals, etc. ☐ Others (Please describe below)
Q1bis	In case you have circulated/shared training materials you have brought back, how many of your colleagues have learned from them?	(Please estimate approximate number)

Q2	How the lessons learned at the Workshop are being utilized at your administration in general?	(Please briefly describe)
Q3	Have you observed any direct effects realized from the application of techniques acquired/shared with frontline colleagues (e.g. change of management approach, seizures at the border)?	☐ Yes (please briefly describe the effects realized, where possible) ☐ No
Q4	Do you consider that the Workshop has contributed or will contribute to improve efficiency/effectiveness of your administration's work?	☐ Yes (Please briefly describe "how" contributed /will contribute) ☐ No (Please briefly describe)
Q5	As a result of the Workshop and lessons learned, has any new modernization project initiated at your administration level?	☐ Yes (please briefly describe the project(s) initiated, where possible) ☐ No

Thank you for your cooperation

ROCB A/P