



ROCB
Asia/Pacific

World Customs Organization

ANNUAL REPORT

2022-2023



Contents

Executive Summary	1
--------------------------	----------

ROCB A/P Activities in 2022/2023

Introduction	13
---------------------	-----------

Summary of the ROCB A/P Activities

Pillar 1: Support the implementation of WCO Conventions, Instruments and Tools	14
---	----

Pillar 2: Further enhance collaboration with development partners	37
--	----

About ROCB A/P	64
-----------------------	-----------

Annex

I. 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 2021/22	69
II. ROCB A/P Strategic Action Plan (2022-2024)	86
III. ROCB A/P Annual Work Plan (2022/2023)	94
IV. Abbreviation	111

Part 1 Executive Summary

The Asia Pacific Regional Office for Capacity Building (ROCB A/P) plays a pivotal role in providing capacity building activities to the Member Administrations in the region. With the aims of enhancing Members' own capacity in Customs modernization as well as achieving the same regional goals on Customs development through effective collaboration, the ROCB A/P plans and conducts its activities in close consultation with the World Customs Organization (WCO) Secretariat and in accordance with the Asia Pacific Strategic Plan under four pillars namely:

Pillar 1: Support the implementation of WCO Conventions, Instruments and Tools

Pillar 2: Further enhance collaboration with development partners

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

Pillar 4: Enhance communication and information sharing among members

This report offers an overview of ROCB A/P's activities conducted from July 1, 2022, to June 30, 2023.

This period was marked by the ongoing global response to the COVID-19 pandemic, which shifted from crisis mode to a phase of adapting to the virus's continued presence. Importantly, advancements in vaccines and treatments led to a decrease in COVID-19 mortality rates, prompting all countries to adjust their strategies to balance public health concerns with economic recovery. The ROCB A/P responded by evolving its operational approach, moving from a mostly virtual presence to a more flexible hybrid model that combines online and in-person interactions.

During this timeframe, the ROCB A/P played a vital role in coordinating and facilitating 9 regional, 8 sub-regional, and 18 national workshops for A/P Members. Additionally, we actively represented the World Customs Organization (WCO) in various national and regional forums, advocating for WCO initiatives, tools, and instruments, while emphasizing the essential role of Customs in trade, security, and regional economic development.

Gaining Insights from the COVID-19 Pandemic:

The initial responses to the WHO's pandemic declaration in 2020 led countries to implement strict cross-border restrictions, especially concerning human movement. These measures aimed to limit the rapid spread of the virus. New practices emerged, such as social distancing, strict quarantine rules, and improved personal hygiene.

As time passed, nations became more experienced at safeguarding public health while simultaneously revitalizing their economies, achieving a delicate balance. The ROCB A/P, like its member administrations, faced unexpected challenges caused by the pandemic. The organization shifted from canceling events and conducting exclusively virtual meetings to a noticeable return to face-to-face engagements. We have also adapted our operational strategy, shifting from a remote work model to a flexible hybrid approach that now entails all staff members returning to the office.

The increased reliance on technology during lockdowns, including meeting software and robust IT security protocols, provided the ROCB A/P with valuable insights. We recognized the advantages and disadvantages of online interactions and implemented measures to ensure smooth event management. This included addressing time zone differences, optimizing session durations, and providing immediate technical support.

Post-Pandemic Era and the Way Forward:

The pandemic, unintentionally, presented an opportunity to strengthen our organizational resilience. To sustain our momentum in capacity-building efforts, ROCB A/P is committed to further enhancing communication and information-sharing tools. We continued to update our website with relevant information about virtual meetings and maintained active and open communication with our Member administrations, encouraging the exchange of innovative strategies, especially those aimed at addressing the challenges posed by COVID-19.

Through our regular issuance of ROCB E-newsletters, we facilitated the sharing of innovative practices designed to mitigate the pandemic's impact. Additionally, we kept our members informed about the latest developments in WCO instruments and critical topics. In the fiscal year, we published insightful reports and the "ROCB AP Special Essay Collection in

ROCB A/P Annual Report 2022/2023

FY2022/23," which features 13 pivotal essays addressing contemporary issues and WCO initiatives. These contributions exemplify our team's dedication to disseminating the latest updates to the Asia Pacific community.

Lastly, we have diligently updated our brochures that showcase Regional Capacity Building Entities. These entities include Regional Training Centers (RTC), Regional Customs Laboratories (RCL), and Regional Dog Training Centre (RDTC). With the establishment of WCO-accredited Regional Dog Training Centers in Australia, Hong Kong, China, and Indonesia in the fiscal year, we are in the progress of including these as well. Our core mission remains consistent: to facilitate the development of efficient and effective Customs administrations among our Members. We will remain steadfast in our commitment to promote regional collaboration for capacity building and to work with regional Members to achieve their goals and mission as we move forward.

Summary of the ROCB A/P activities under the four pillars:

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

The WCO has developed a wide range of international conventions, instruments, and tools addressing various aspects of Customs operations. These efforts aim to enhance the efficiency and effectiveness of Customs operations in trade facilitation and international security. In FY2022/23, the ROCB A/P supported Member administrations by coordinating and arranging regional/national capacity-building activities in the region to facilitate the implementation of these standards, as outlined below:

Regional Workshops:

- Regional Workshop on K9 (29 Aug -2 Sep 2022)
- Regional Workshop on Digital Forensics (17-21 Oct 2022)
- Regional Accreditation Workshop on Risk Management (21-25 Nov 2022)
- Regional Workshop on the RKC (19-22 Dec 2022)
- Regional Workshop on Green Customs (13-17 Mar 2022)

ROCB A/P Annual Report 2022/2023

- Regional Workshop on MMD Training Programme Train-the-trainer (30 Jan-10 Feb 2023)
- Regional Workshop on Data Management and Analysis against Illicit Trade (6-10 Mar 2023)
- Regional Workshop on Green Customs (13-17 Mar 2023)
- Regional Workshop on Integrity (3-7 July 2023)

Sub-Regional Workshops:

- Sub-Regional Workshop on PCA for South Asia (5-7 July 2022)
- Sub-Regional Workshop on E-Commerce for Pacific (16-20 Jan 2023)
- Sub-Regional Workshop on MTP on HS and CV for Pacific workshop (7-11 Nov 2022)
- Sub-Regional Workshop on E-Commerce for ASEAN (8-11 May 2023)
- Sub-Regional Workshop on Valuation for ASEAN (29 May-2 June 2023)
- Sub-Regional Workshop on AEO for ASEAN (5-8 June 2023)
- Sub-Regional Workshop on MTP on HS and CV for Pacific workshop (12-16 June 2023)
- Sub-Regional Workshop on MMD in Hong Kong (16-21 June 2023)

National Workshops:

- National Workshop on TFA for Lao PDR (4-13 July 2022)
- National Workshop on Leadership Development Management (LMD) for Maldives (22-25 Aug 2022)
- National Workshop on PCA for Mongolia (22-26 Aug 2022)
- National Workshop on IPR for Lao PDR (26-30 Sep 2022)
- National Workshop on TFA for Mongolia (12-21 Sep 2022)
- National Workshop on TFA for Fiji (10-20 Oct 2022)
- National Workshop on ROO for Thailand (13-16 Dec 2022)
- National Workshop on IPR for Philippines (28 Nov-2 Dec 2022)
- National Workshop on IPR for PNG (6-8 Dec 2022)

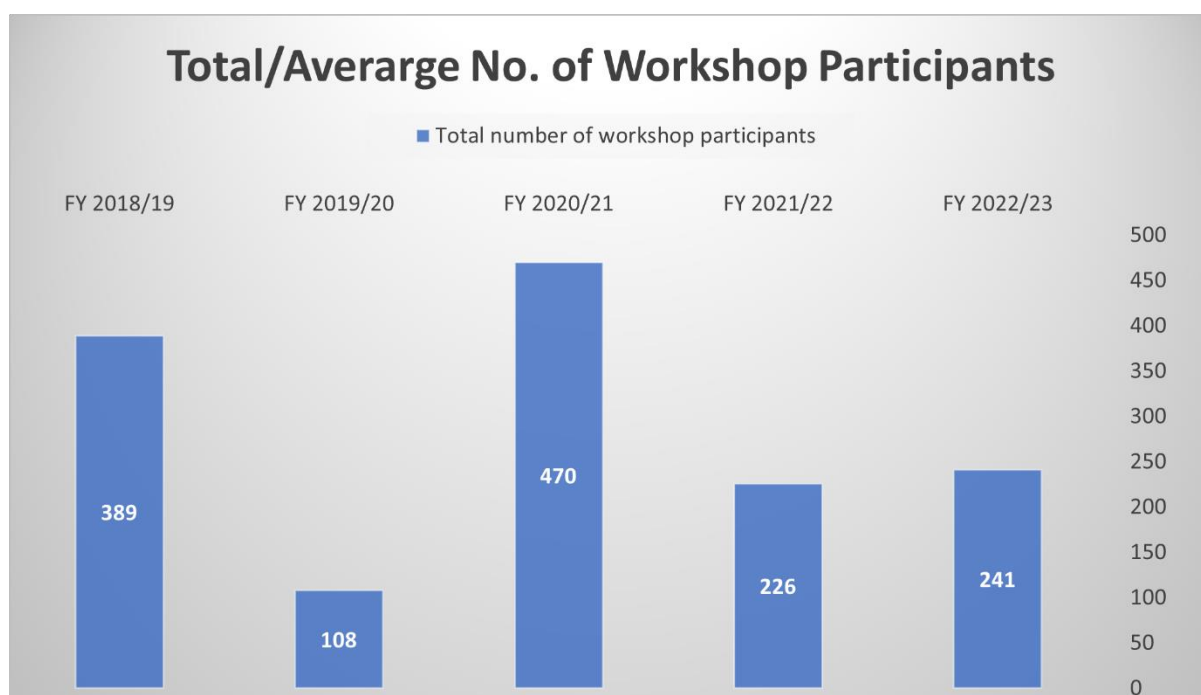
ROCB A/P Annual Report 2022/2023

- National Workshop on CEN for Thailand (6-10 Feb 2023)
- National Workshop on CV for Nepal (17-21 April 2023)
- National Workshop on AML/CTF for Cambodia (17-21 April 2023)
- National Workshop on IPR for Vietnam (8-12 May 2023)
- National Workshop on PCA for Sri Lanka (8-12 May 2023)
- National Workshop on HS for Cambodia (16-19 May 2023)
- National Workshop on CBM for Thailand (15-19 May 2023)
- National Workshop on data analytics for Indonesia (22-26 May 2023)
- National Workshop on Risk Management for Turkmenistan (22-26 May 2023)

Participation to the Regional/Sub-Regional Workshops and follow-up actions

One of the primary roles of the ROCB A/P is to manage the delivery process of capacity building support to our regional Members, enhancing their core Customs competences and capacities. During the regional/sub-regional workshops organized by the ROCB A/P, Members are not only introduced to newly developed WCO instruments and tools but can also share their good practices in various Customs operations to deal with the challenges they face today. In this fiscal year, the ROCB A/P has organized 17 regional/sub-regional workshops with 241 participants.

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



Since 2015, the ROCB A/P has been conducting the Regional Workshop Follow-Up Survey six months after the respective regional/sub-regional workshops organized during the fiscal year. The aim of the survey is to collect pertinent actions or benefits that Member administrations have received from the respective workshops. In May 2023, the ROCB A/P published the results of our 7th survey as a 'ROCB A/P Customs Good Practice Report.' The ROCB A/P firmly believes that this survey and feedback provide Member administrations with abundant information and encouragement for continued reform and modernization by showcasing more successful stories.

Mobilization of the WCO Accredited Customs Experts (ACEs)

The use of the region's expertise is one of the essential elements for fostering collective efforts and mutual assistance among the regional members for ongoing customs development. With support from the WCO and regional member administrations, the ROCB A/P manages and monitors a pool of WCO-accredited experts who actively contribute to regional capacity building as resource persons. There are six categories of accredited experts under the WCO scheme, namely, Diagnostic Facilitators, Customs Modernization Advisors, Mercator Program Advisors, Technical and Operational Advisors, Expert Trainers, and

ROCB A/P Annual Report 2022/2023

Leadership and Management Development Advisors. The list of contributions made by the WCO-accredited experts (fully accredited experts only) is shown below (Diagram 2).

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

Regional and Sub-Regional Workshops to which ACEs were mobilized in 2022/2023	ACEs from:
Sub-Regional Workshop on PCA for South Asia (5-7 July 2022)	India, Maldives, China
Sub-Regional Workshop on MTP on HS and CV for Pacific workshop (7-11 Nov 2022)	WCO
Sub-Regional Workshop on E-Commerce for ASEAN (8-11 May 2023)	Japan
Sub-Regional Workshop on Valuation for ASEAN (29 May-2 June 2023)	WCO and Japan
Sub-Regional Workshop on MTP on HS and CV for Pacific workshop (12-16 June 2023)	WCO

National Workshops to which ACEs were mobilized in 2022/2023	ACEs from:
National Workshop on Leadership Development Management (LMD) for Maldives (22-25 Aug 2022)	South Africa
National Workshop on PCA for Mongolia (22-26 Aug 2022)	Japan and Germany
National Workshop on TFA for Fiji (10-20 Oct 2022)	Fiji
National Workshop on ROO for Thailand (13-16 Dec 2022)	Japan
National Workshop on CV for Nepal (17-21 April 2023)	WCO
National Workshop on PCA for Sri Lanka (8-12 May 2023)	Canada

Pillar II: Further Enhance Collaboration with Development Partners

The ROCB A/P takes on the responsibility of developing, promoting, and maintaining partnerships with key regional stakeholders to support capacity-building activities. In this regard, we engage in strategic discussions and cooperation with Development Partners (DPs) through joint workshops and by contributing to their meetings, seminars, and conferences. Through a series of dialogues and collaborations, DPs and the ROCB A/P enhance mutual understanding and complement each other's expertise, creating synergy to carry out projects of common interest. In FY2022/23, the ROCB A/P enjoyed fruitful collaboration with these DPs in various approaches, including, among others:

- Asia Pacific Postal Union (APPU) Forum (5 Sep 2022)
- WCO/UNESCAP Paperless Trade Master Program (19-29 Sep 2022)
- Meeting with WWF Seminar (6-7 Dec 2022)
- 33rd Administrative Meeting of NCP hosted by RILO A/P (27-29 Sept 2022)
- UNEP Workshop (Green Customs Capacity Building Workshop for Customs Officers of the South Asia Region) in Maldives (21-26 May 2023)

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

The ROCB A/P has maintained a well-established regional practice of assessing the technical assistance needs of regional Member administrations through an annual survey. Every January, Japan Customs and the ROCB A/P jointly conduct an annual technical assistance needs survey for regional Members. The survey aims to assess the implementation status of international instruments and technical standards by Member administrations. It also provides valuable information to the ROCB A/P and the WCO Secretariat for designing and planning capacity-building activities for the following fiscal year. As such, the ROCB A/P's Annual Work Plan for FY2022/23 is attached to this Annual Report for your reference.

Advancing capacity building begins with the right mindset, followed by active participation and engagement, as well as robust follow-up of the provided assistance programs, complemented by ownership and political support for change. During this fiscal year, the ROCB A/P conducted a Follow-up Action Survey on the regional/sub-regional

ROCB A/P Annual Report 2022/2023

workshops organized in FY2022/23. The total number of responses to the survey was 32, resulting in an overall response rate increase to 56% (compared to 38% in 2021/22). The response rate from participants in sub-regional workshops remained high at around 80%, indicating strong commitment among sub-regional members and recognizing the positive results of capacity-building efforts in addressing sub-regional issues. Approximately 91% of the respondents reported experiencing positive effects from circulating/sharing training materials and organizing in-house workshops, while 78% attributed the initiation of new projects to the submission of workshop reports and recommendations made to senior officials. Detailed survey results can be found in Annex III.

Pillar IV: Enhance Communication and Information Sharing among Members

To enhance communication and knowledge sharing among Member administrations in the region, the ROCB A/P publishes an E-newsletter on a quarterly basis containing the latest and upcoming regional capacity building activities along with the good practices contributed by regional Members. As of FY2022/2023, ROCB A/P had published a total of 80 issues of E-newsletters and 27 issues of Customs Good Practice Reports on specific subjects as of June 2023.



In addition, Special Essay Collection has been published annually since 2020. This is a collection of essays from the ROCB A/P E-newsletter in which the Program Manager of the ROCB A/P wrote about WCO tools, hot topics and ROCBA/P activities in an easy-to-understand manner. On the top of that, to maximize the knowledge of Regional Entities in the Asia Pacific region, the ROCB A/P has published Brochure of WCO Regional Capacity Building Entities in the Asia Pacific Region. It contains basic information and photos of each Regional

ROCB A/P Annual Report 2022/2023

Entities, which we believe will contribute to the development of the respective Training Center, Customs Laboratory and Dog Training Center of Asia Pacific members.

ROCB A/P has had its own website (www.rocb-ap.org) since September 2014. The public can obtain information about our Office, ranging from our missions and relevant documents on the activities we have conducted, as well as the forthcoming events to be held in the region and at the WCO. In the fiscal year 2022/2023, the number of visits to our website was around 9.6 million, nearly a 15% increase compared to last year (see Diagram 3).

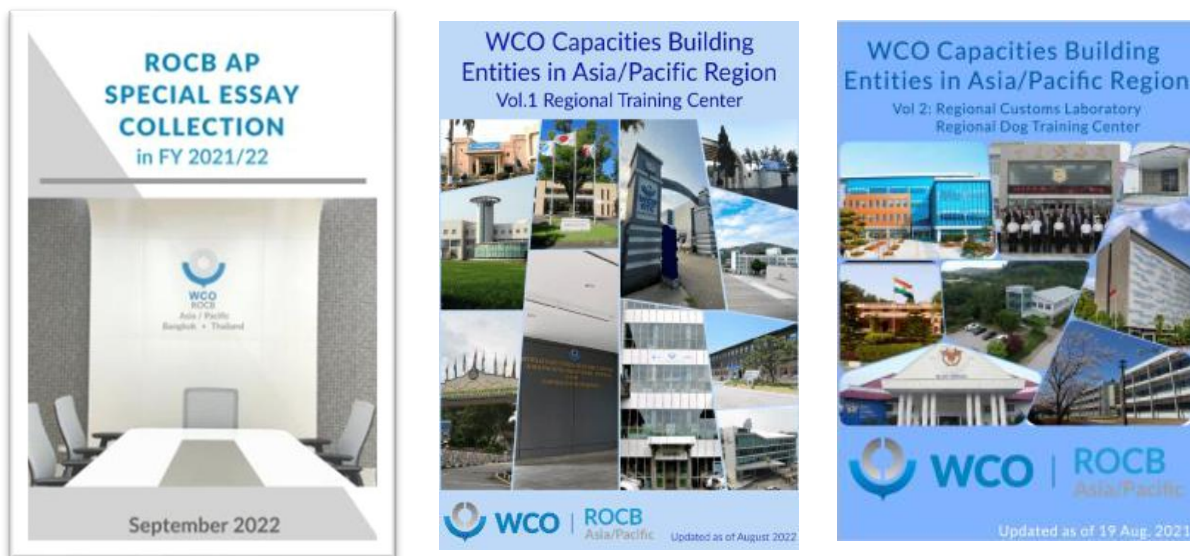
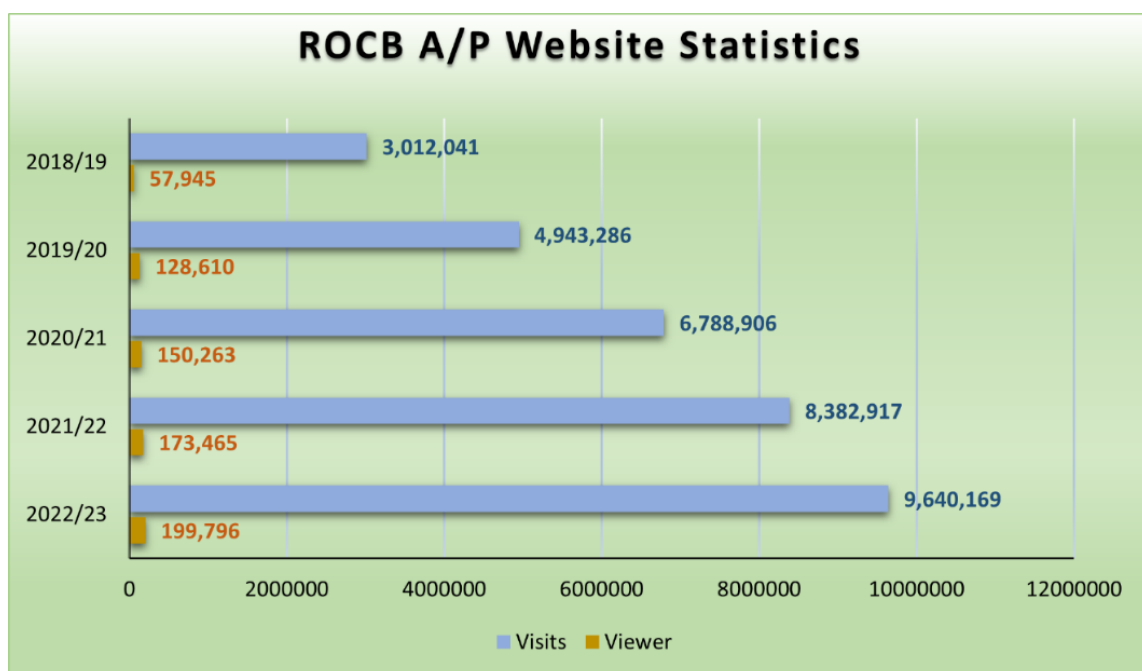


Diagram 3 – ROCB A/P Website Statistics



Conclusion



An effective capacity building program always counts on continuous collaboration and supportive contributions. My heartfelt appreciation goes to the WCO Secretariat, Regional Vice-Chair (Central Board of Indirect Tax and Customs of India), Regional Training Centers, accredited Customs experts, regional Director Generals, development partners, and our gracious host administration, Thai Customs Department, for their tremendous support, vital cooperation and indispensable contributions given to the regional capacity building activities. I would also like to acknowledge the workshop participants with applause for their active participation and dedication to sharing their experiences and good practices at our organized events.

From the points of view of administrative support, I would like to express my special gratitude to the ROCB A/P colleagues stationed in Bangkok. FY 2022/23 was an extraordinary year and was not easy to get through. During the lockdown period which we had never experienced before, my staff seconded from China, Hong Kong China, Japan and Korea, who were away from their home administrations and families nursed no grievances or complaints but devoted themselves to stand together to overcome the challenges. I deeply appreciated their support and backing to the ROCB A/P.

ROCB A/P Annual Report 2022/2023

Undoubtedly the COVID-19 crisis badly interrupted our life in different ways, however, it created an opening for us to explore new approaches for delivering our work. We cherished the lessons learnt and experience gained during this difficult time. The ROCB A/P has started to resume organizing the conventional training workshops, be it hybrid mode or in-person mode, the ROCB A/P continues to strengthen the communication and cooperation with all stakeholders in the region so as to address Members' needs for improving their core Customs competences and create synergies for achieving the common underlying goals. Asia Pacific region is renowned for its dynamic economic environment with unwavering emphasis on the importance of regional connectivity. I am sure that as long as we work together, we will be able to overcome all the difficulties and move towards a better future.



Norikazu KURAMOTO

Head of the ROCB A/P

Summary of the ROCB A/P Activities

Introduction

ROCB A/P is seen as the cornerstone of the regionalization approach to implementing the WCO's Capacity Building Strategy. Every year, ROCB A/P and the Regional training coordinator (i.e. Japan Customs) conduct a needs survey to collect and analyze Members' progress in Customs reforms and modernization. Individual requests from Members are also received on an ad-hoc manner. Considering the Members' needs, and the regional priorities as enumerated in the A/P Regional Strategic Plan (RSP), ROCB A/P devises its own 2 years Strategic Action Plan and its Annual Work Plan. The Annual Work Plan enumerates ROCB A/P's specific actions categorized into the 4 pillars (Diagram 4)

Diagram 4: Four Pillars for the ROCB A/P Strategic Action Plan 2022/24



Summaries of ROCB A/P's key activities undertaken during the 2022/2023, from July 2022 to June 2023, are illustrated below.

Pillar 1: Support the implementation of WCO Conventions, Instruments and Tools

Virtual WCO Asia/ Pacific Sub-Regional Workshop on Post Customs Audit for South Asia

5th – 7th July 2022, online hosted by ROCB A/P



A sub-regional workshop on Post Customs Audit (PCA) for South Asia members was held virtually on 5th – 7th July 2022. The Workshop was funded by CCF/Japan and hosted by ROCB A/P. Mr. Norikazu Kuramoto, Head of ROCB A/P, Program

Managers of ROCB A/P, Ms. Sherman Yu and Ms. Grace Ye, Program Coordinator, Ms. Kanyawarat Sitthikunpanit attended to provide support.

Over 13 participants and 100 observers from 7 Customs Administrations in South Asia participated in the Workshop. In the opening speech, Mr. Pranab Kumar DAS, Director, Compliance and Facilitation Directorate, WCO affirmed the importance of PCA in revenue collection. Mr. Norikazu Kuramoto, Head of ROCB A/P, who was the 2nd speaker, echoed Mr. DAS that PCA is a good scheme not only to collect duties but also to detect tax evasion and fraud. In addition to that, PCA operation is an area where digitization can be applied for more sophisticated operations.

In this 3 days Workshop, WCO accredited experts from Compliance and Facilitation Directorate facilitated and delivered presentations. On the 1st day, ROCB A/P provided its capacity building activity in Asia/Pacific region to support modernization efforts of AP Members. In addition to that, ROCB A/P echoed the importance of post workshop action at their home administrations by participants to maximize benefits. The agenda not only covered WCO's concept and background of PCA, but also included fraud detection techniques and related tools. Since Data Analytics is one of the hot topics in WCO, experts shared their experience in how to make use of the Big Data to facilitate PCA work. Participants were

invited to share its experience and presented case study in Data analysis techniques for PCA targeting of auditees or Auditing techniques leading to detection of frauds.

Robust discussion arose throughout the Q & A sessions. Participants were eager to learn about the best practice and the challenges that other customs administration faced in PCA. They showed positive responses as they learnt the latest updates during the workshop.

The WCO Asia/Pacific Regional Face-to-face Workshop on Canines

29th August – 2nd September 2022, RDTC Korea



The WCO Asia/Pacific regional Workshop on Canines was held from 29th August – 2nd September 2022 at the Regional Dog Training Center (RDTC) Korea as the first face-to-face workshop in AP region after COVID-19 pandemic. The Workshop was hosted by the ROCB A/P in close cooperation with the WCO under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea). The 18 Customs administrations in the Asia and Pacific region attended the Workshop. Together with the canine and drug experts from the WCO and ABF, Mr. Gideon Ilkwon HAN, Program Manager of the ROCB A/P also attended as facilitator/coordinator for the Workshop.

The workshop focused on enhancing Members' capacities of canine enforcement and ability to combat the smuggling of dangerous and contraband items. It also served as an effective regional platform to share best practices and define common challenges. The

ROCB A/P Annual Report 2022/2023

Workshop covered the canines training programs, the sharing of knowledge from RDTC Korea and ABF as well as experiences from AP members, including Philippines Drug Enforcement Agency (PDEA). Through a series of presentations and discussions, the participants understood that canine capability is the effective and efficient tool to tackle the illegal goods with minimal disruption, such as drugs, cash, wildlife product etc.

During the workshop, Experiences from 9 AP members, namely Australia, Fiji, India, Iran, Japan, Korea, Malaysia, Mongolia, and Pakistan were shared through the country presentations and the participants actively participated in discussions which covered training, breed and operation schemes for benchmarking, all discussions were facilitated by experts. Also, the participants exchanged their experiences to address the challenges on how to implement detector dog activity under the COVID-19 pandemic.

In addition, participants had two on-site tours at the Incheon International airport passenger terminal and post office, together with the Express Cargo Clearance Center in Incheon Main Customs to observe the canine deployment.

The active contribution of participants resulted in a successful workshop and this workshop supported enhancing communication and information sharing among Member administrations even in the pandemic. The participants expressed their appreciation to the Korea Customs Service, the WCO, the ROCB A/P and the Experts for their support to the workshop.



WCO-UNESCAP 5th UNNEXT Masterclass: Facilitating Cross-Border Paperless Trade Using Emerging Technologies

19th -28th September 2022, Seoul, Korea



WCO-UNESCAP 5th UNNEXT Masterclass

Facilitating Cross-border Paperless Trade using emerging technologies

19–28 September 2022 | Seoul, Republic of Korea

The WCO and the UNESCAP organized the 5th UNNEXT Masterclass: Facilitating Cross-border Paperless Trade using emerging technologies from 19th -28th September 2022, Seoul, Korea, in cooperation with the ROCB A/P and the Korea Customs Service under the financial support of Customs Cooperation Fund of Korea (CCF/Korea) to support the WCO Members' commitment to the implementation of the WTO Trade Facilitation Agreement (TFA) and effective use of information and communications technology in the introduction of the National Single Window environment in the A/P region.

34 participants from 22 Member Customs administrations and relevant border agencies participated in the Workshop. Mr. Ilkwon HAN, Program Manager of the ROCB A/P and Ms. Pavida Tarapoom, Assistant Program Manager, attended this workshop as one of the resource persons, and took a role of facilitator, she also made a presentation on the ROCB A/P's contributions and activities in capacity building.

ROCB A/P Annual Report 2022/2023

The workshop provided Members with the opportunity to examine their WTO TFA engagement and Single Window Implementation status for facilitating cross-border paperless trade by sharing the emerging technologies, such as blockchain, AI, Cloud computing and IOT.

Through this 10 days' workshop, the participants actively took part in all the discussions and exercises and shared their views on their possible steps for their administration to materialize the lessons learned from the workshop.

In addition, the participants had a study visit to regional customs house and RTC Korea to observe the practical cases on the utilization of Single Window System for verifying required certificates for clearance, which were authorized by the responsible government agencies and the virtual training experience.

ROCB A/P attended the Workshop for Passenger Assessment for Asia/Pacific Customs Administration Officers

2nd – 8th October 2022, Bali, Indonesia



At the invitation of RTC Indonesia, Program Manager of the ROCB A/P, Ms. Sherman YU, attended the 'Workshop for Passenger Assessment for Asia/ Pacific Customs Administration Officers' held in Bali, Indonesia on 2nd – 8th October 2022.

ROCB A/P Annual Report 2022/2023

During the workshop, Ms. Sherman YU delivered a presentation on WCO elaborating the capacity building work done or planned by ROCB A/P, especially its workshops and meetings and publications. She also invited them to actively participate in the workshops and training conducted by ROCB A/P this fiscal year. She highlighted WCO useful tools and materials for Customs targeting as well as encouraged the participants to make the best use of WCO resources and materials.

At the workshop, Ms. Oza Olavia, Assistant to the Minister for State Revenue Policy Affairs delivered the opening speech for the workshop. She acknowledged that training is very important as not only this will support the officers of Customs Administration to carry out their duties effectively but also facilitate the development of the organization itself.

In the 1st day of the workshop, RTC Indonesia invited Australian Border Force (ABF) and also an expert in Air Passenger Processing, to be one of the speakers. The theme of the 1st day workshop was 'International Passenger Control Regulations' and 'Human Resource and Passenger Monitoring Infrastructure'. Indonesia Customs shared the experience from his home administration on these topics. Following Indonesia Customs presentation, participants from 8 countries were invited to share their best practice or current situation in Air Passenger Processing.

From day 2 onwards, the trainers and speakers focused on practical aspects focus on specific topics. Participants were given opportunity to complete group assignments as well as taking part in 'role plays' so that they can put what they learnt in the workshop into practice.



Pacific Islands' Members discussed future training materials for the Pacific Region

7th – 11th November 2022, Suva, Fiji



The third WCO/JICA Joint Sub-Regional Working Group Activity for Master Trainer Programme (MTP) on Customs Valuation and HS Classification for the Pacific Islands was held from 7th to 11th November 2022 in Suva, Fiji. The Working Group Activity was organized by the WCO and JICA with the support of ROCB A/P as well as in cooperation with the Fiji Revenue & Customs Service. A total of 24 participants representing six WCO Members in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, and Vanuatu attended the Working Group Activity in person. Together with the experts on Customs Valuation and HS Classification from the WCO and Japan Customs, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended to assist in organizing the Working Group Activity.

In the course of the Working Group Activity, the MTP Working Group members actively discussed future training materials for the Pacific region. Ms. Yuko Mamiya led the discussion in the HS session and the MTP Working Group members on HS shared their views and opinions to develop presentation materials that meet the unique needs and priorities of the Pacific Islands. Furthermore, the participants delivered the presentations as part of the Train the Trainer program with the aim of becoming quality trainers. At the end of this Working Group Activity, the participants reviewed and updated their work plan as well as demonstrated

their strong commitment to all activities written in the work plan in order to achieve the objectives of the MTP through progressive follow-up activities.

Participants' active contribution resulted in the successful Working Group Activity and this Activity deepened the bonds between the WCO, JICA, experts, participants and ROCB A/P. The participants expressed their appreciation to the WCO, the JICA, Japan Customs, experts and the ROCB A/P.

ROCB A/P support WCO Regional Workshop on the Revised Kyoto Convention for the Asia/Pacific region

19th - 22nd December 2022, Bali, Indonesia



The WCO Regional Workshop on the Revised Kyoto Convention (the RKC) for Asia/Pacific members was held in Bali Indonesia from 19th-22nd December 2022 sponsored by the Customs Cooperation Fund of China (CCF/China). From ROCB A/P, Ms. Zhengqing Ye, the Program Manager and Operation Manager of the CCF/China and Ms. Vareemon CHAIRUNGSRILER, the Program Coordinator supported in organizing this workshop.

ROCB A/P Annual Report 2022/2023

Ms. Ye warmly welcomed the experts and participants to join the RKC regional workshop, and she emphasized the importance of RKC in the trade facilitation context in her opening remarks. During the workshop she introduced ROCB A/P's capacity building activities such as organizing workshops and publishing various materials for information sharing. She demonstrated a commitment to assisting AP Members in building their capacity by ROCB A/P. She also explained the Follow-up Actions Survey, which aims to take a snapshot of the impact of WCO capacity building activities on AP Members' performance and encouraged the participants to take action to utilize lessons learnt from this workshop.

This event gathered a total of 27 Customs officials from the region attended the workshop in-person, and about 15 officials joined online from the General Administration of Customs of China (GACC) and the Korea Customs Service. Overall, 22 Contracting Parties and 2 Observers (Timor Leste and Brunei Darussalam) to the RKC participated in the workshop.

As we all know, the RKC presents a blueprint for modern and efficient Customs procedures in the 21st century to facilitate legitimate trade while not compromising the Customs control function. It provides a comprehensive and basic set of international Customs standards; it also serves as a basis for other Customs instruments and constitutes a benchmark for successful capacity building activities. In this regard, reviewing and understanding the RKC and ensuring proper implementation by customs administrations is of vital importance.

This regional workshop provided ample opportunity for our Members Administrations to better understand the implementation issues and challenges faced by the contracting parties. In addition, the workshop was briefly updated on the relationship between the RKC and the WTO Trade Facilitation Agreement and on the status of the ongoing comprehensive review of the RKC.



ROCB A/P support WCO Sub-Regional Workshop on cross-border E-Commerce

16th - 19th January 2023, Suva, Fiji



The WCO Sub-regional Workshop on cross-border E-commerce was held at the WCO Regional Training Centre (RTC) in Suva, Fiji, from 16th to 19th January 2023 with the financial support of the Customs Cooperation Fund of China (CCF/China). A total of 12 Customs officials from Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, and Vanuatu attended the workshop in-person. As the representatives of the ROCB A/P, Ms. Zhengqing Ye, the Program Manager and Operation Manager of the CCF/China and Ms. Kanyawarat Sitthikunpanit, the Program Coordinator joined this workshop.

Ms. Ye expressed her gratitude to the WCO experts and the RTC Fiji for supporting this workshop and emphasized the increased importance of trade facilitation for cross-border ECommerce and the full implementation of the WTO Trade Facilitation Agreement in order to lower costs and increase efficiency in international trade in her opening remarks. During the workshop she also introduced ROCB A/P's capacity building activities such as 2022/23 ROCB Action Plan and official publication. She demonstrated ROCB A/P's commitment to assisting AP Members in building their capacity. Moreover, she introduced the Follow-up Actions Survey conducted by the ROCB A/P to encourage the participants to utilize lessons learnt

from this workshop to improve their home administrations' ability to adapt to the fast-evolving e-commerce environment.

Over the span of 4 days, important Customs topics relating to 16 standards of the WCO Framework of Standards on Cross-Border E-Commerce were examined and discussed. The six beneficiary Members were invited to deliver presentations focusing on revenue collection, facilitation, and control of cross-border e-commerce, which were the basis for valuable exchanges of information on challenges and possible solutions.

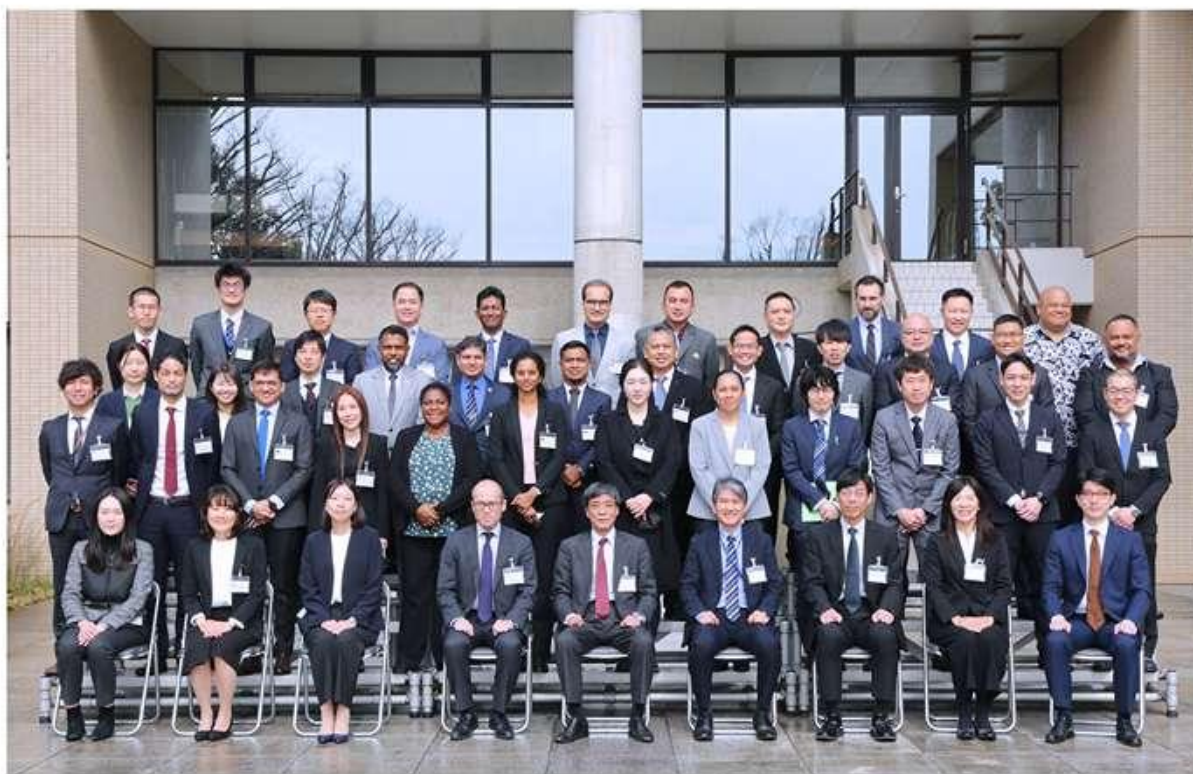
During his closing remarks, the Chief Executive Officer of the Fiji Revenue and Customs Service, Mark Dixon, highlighted the opportunity provided by the Workshop to enhance cooperation in the sub-region on the important topic of cross-border e-commerce and expressed his readiness to support future sub-regional events at the WCO RTC in Fiji.

This Sub-Regional workshop provided an ample opportunity for our Member Administrations to leverage the knowledge obtained during the workshop to implement the E-Commerce FoS in view of addressing the challenges emanating from the growing volumes of e-commerce.



Asia/Pacific Members discussed how to utilize the CEN and enhance regional/global cooperation

6th -10th March 2023, Kashiwa, Japan



WCO Regional Workshop on Data Management and Data Analysis against Illicit Trade
in Kashiwa, Japan (6–10 March 2023)

The WCO Asia-Pacific Regional Workshop on Data Management and Analysis against Illicit Trade was held from 6th to 10th March 2023 in Kashiwa, Japan, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). The Workshop was organized with generous support from the Japan Customs and Customs Training Institute of Japan (CTI). A total of 22 participants representing 21 Customs administrations in the AP region attended the Workshop and discussed topics related to data management and analysis as well as Customs Enforcement Network (CEN). Together with the WCO Accredited Customs Experts (ACEs) and the resource persons from RILO A/P, Ms. Yuko Mamiya, Program Manager, and Ms. Jate-arpa Benjaphong, Program Coordinator of the ROCB A/P also attended the workshop as facilitators/coordinators.

The Workshop kicked off with the opening address of Mr. Keiji Shibata, Deputy Director-General, Customs and Tariff Bureau, Ministry of Finance. He welcomed the 22 participants and expressed appreciation to the WCO and ROCB A/P for their efforts to

ROCB A/P Annual Report 2022/2023

organize this workshop. Mr. Shibata emphasized that it is necessary to respond to risks by properly collecting and analyzing information in order to adequately fulfill the Customs' role with limited manpower. He demonstrated the Japan Customs' commitment to supporting the WCO capacity building activities through CCF/Japan.

Ms. Mamiya also delivered opening remarks. In her remarks, she highlighted the importance of the utilization of CEN for data collection and analysis for better data-driven decision-making. She concluded her remarks by encouraging participants to use this workshop as the place for networking between WCO, ROCB, RILO and AP Members.

During the Workshop, participants actively shared their experiences and challenges in data management and analysis. Furthermore, participants discussed how to utilize the CEN and how to enhance regional and global cooperation. Ms. Mamiya updated ROCB A/P's recent activities and capacity building in the AP region. She also encouraged the participants to learn a lot from each other and utilize the lessons learnt for further development and modernization of the home administrations. Ms. Benjaphong introduced the follow-up action survey conducted by the ROCB A/P six months after the respective WCO regional/sub-regional workshop. She underlined that the workshop participants' follow-up actions are a key enabler for sustainable organizational development.

Mr. Yoshihiro Kosaka, Managing Director of the CTI, appreciated the participants' active contribution to discussions during the workshop in his closing remarks. He highlighted that regional cooperation in close collaboration with RILO A/P is one of the key enablers to further promote data collection and analysis. He also announced that the RILO A/P office will be relocated to Tokyo Japan in January 2024 and Japan Customs will make the utmost contribution to the region as the new host for the RILO office by carrying on its legacy.

The Workshop was successfully concluded with the participants' active contribution. The participants expressed their appreciation to the WCO, the ROCB A/P, the RILO A/P, the WCO ACEs, the Japan Customs and the CTI for their contribution to the workshop.

ROCB A/P support WCO Regional Workshop on Multilateral Environmental Agreements (MEAs)

12th – 16th March 2023, Langkawi, Malaysia



The WCO Regional Workshop on Multilateral Environmental Agreements (MEAs) was held at the WCO Regional Training Centre (RTC) in Langkawi, Malaysia, from 12th to 16th March 2023 with the financial support of the Customs Cooperation Fund of China (CCF/China). A total of 25 Customs officials from Bangladesh, Bhutan, Cambodia, Fiji, Indonesia, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Papua New Guinea, Samoa, Sri Lanka, Thailand, Timor-Leste, Tonga, Vanuatu, and Vietnam. As the representatives of the ROCB A/P, Zhengqing Ye, the Program Manager and Operation Manager of the CCF/China joined this workshop.

Ms. Ye expressed her gratitude to the WCO experts and the RTC Malaysia for supporting this workshop and emphasized the increased importance of Multilateral Environmental Agreements (MEAs) to fight against illegal trade in environmentally sensitive commodities. During the workshop she also introduced ROCB A/P's capacity building activities such as 2022/23 ROCB Action Plan and official publication. She demonstrated

ROCB A/P Annual Report 2022/2023

ROCB A/P's commitment to assisting AP Members in building their capacity. Moreover, she introduced the Follow-up Actions Survey conducted by the ROCB A/P to encourage the participants to utilize lessons learnt from this workshop to improve their home administrations' ability to address the illegal trade in waste and wildlife.

Over the span of 5 days, important Customs topics relating to MEAs were examined and discussed. This Regional workshop provided an ample opportunity for our Member Administrations to leverage the knowledge obtained during the workshop in view of addressing the environmental challenges.

Five-Day Train-the-Trainer workshop on Implementing Gender Equality and Diversity in Customs

13th – 17th March 2023, Brussels WCO



During 13th – 17th March 2023, 'Five-Day Train-the-Trainer workshop on Implementing Gender Equality and Diversity (GED) in Customs' was organized by WCO at the WCO headquarters, Brussels, Belgium. Ms. Pavida Tarapoom, Assistant Program Manager of ROCB A/P participated.

This Train-the-Trainer workshop is aiming at creating a pool of recognized experts on GED. ROCB A/P, Ms. Pavida Tarapoom was selected to participate in the second phase of the expert selection, Train-the-Trainer workshop. 20 participants from 185 countries of WCO Members were selected in total.

During the 5 days, Ms. Pavida took this opportunity to share her experiences on GED in ROCB A/P on recent contributions including Thai Customs Department as her home Customs administration. She also mentioned the strong commitment of ROCB A/P to raise awareness of GED among AP Members through ROCB A/P activities and workshops in the future.

WCO National Workshop on Coordinated Border Management for Thai Customs Department

15th – 19th May 2023, Bangkok, Thailand



The WCO National Workshop on Coordinated Border Management (CBM) for the Thai Customs Department was successfully held from 15th to 19th May 2023 at the Customs Academy of the Thai Customs Department in Thailand. Organized by the World Customs Organization (WCO) in cooperation with the Regional Office for Capacity Building Asia/Pacific (ROCB A/P), the workshop received sponsorship from the Japan Customs Cooperation Fund (CCF/Japan) and generous support from the Thai Customs Department. The workshop was led by WCO resource persons specializing in CBM.

The opening ceremony commenced with addresses from a WCO expert, a representative from the Thai Customs Department, and Mr. Louis Chan, Program Manager of ROCB A/P. Mr. Norikazu Kuramoto, Head of ROCB A/P, also attended the opening session and delivered a comprehensive presentation on ROCB A/P's capacity building activities. The workshop, conducted in face-to-face mode, included 20 participants from Thai Customs.

The workshop focused on the concept of CBM, which involves a coordinated approach by both domestic and international border control agencies. Its aim was to balance facilitating

ROCB A/P Annual Report 2022/2023

trade and travel flows with maintaining compliance with customs requirements, thereby enhancing efficiency in managing these flows.

Throughout the five-day workshop, participants engaged in discussions on various topics, including the WCO Trade Facilitation Tools and Instruments, an overview of CBM, the implications of CBM for Trade Facilitation and Law Enforcement, and digital customs solutions. The agenda also featured a field visit to Aranyaprathet Customs House and Ban Klong Luk border checkpoint.

The workshop not only deepened participants' knowledge and understanding of CBM but also fostered the exchange of ideas and experiences, promoting enhanced cooperation among customs administrations. By organizing such events, the aim is to continually strive for greater efficiency in customs operations.

ROCB A/P attended UNEP Green Customs Initiatives (GCI) Capacity Building Workshop for Customs Officers of the South Asia Region

21st – 23rd May 2023, Male, Maldives



At the invitation from the United Nation Environment Program (UNEP), Ms. YE Zhengqing, the representatives from the ROCB A/P to attend the Green Customs Initiatives (GCI) Capacity Building Workshop for Customs Officers of the South Asia Region.

ROCB A/P Annual Report 2022/2023

During the workshop, Ms. YE Zhengqing introduced the ROCB A/P' activity and WCO environment programme as well as discussed, the possibilities to work together with UNEP GCI on capacity building for customs officials, with a view to promoting innovation and enhancing the efficiency of customs procedures, while also protecting the environment. The workshop provided a unique platform for customs officials to share experiences, exchange best practices, and learn about the latest tools and technologies that could help them to improve compliance with environmental regulations while facilitating trade.

This workshop was a highly informative event that brought together various stakeholders from the customs, environment and trade sectors to examine strategies for enhancing environmental protection and fostering economic development. This workshop offered an opportunity to exchange ideas, explore innovative approaches, and highlight best practices that could be adopted by different countries for effective environmental stewardship and sustainable development.

In addition, this workshop targeted to promote partnerships and cooperation between different agencies. It invited customs authorities, environmental agencies, and trade organizations to work collaboratively to address cross-border environmental challenges in an effective and lasting manner. It emphasized that the effective environmental management required integrated approaches that cut across geographical boundaries and sectors.



With no doubt, this WS was an essential platform for advancing green customs initiatives, promoting sustainable development, and enhancing environmental and economic outcomes. Through this workshop, stakeholders could build a shared understanding of the role of customs in environmental management and ensured that customs policies and procedures align with environmental sustainability goals. Ultimately, this will contribute to more robust environmental protection, a better trading environment, and sustainable economic growth for communities worldwide.

WCO Sub-regional Workshop on Customs Valuation for ASEAN

29th May to 2nd June 2023, Bangkok, Thailand



The WCO Sub-Regional Workshop on Customs Valuation for Members of the Association of Southeast Asian Nations (ASEAN) was successfully convened in Bangkok, Thailand from 29th May to 2nd June 2023. This event was supported by ROCB A/P and sponsored by the Japan Customs Cooperation Fund (CCF/Japan), with generous backing also provided by the Thai Customs Department. The Workshop gathered 24 delegates from the ASEAN region who participated in thorough discussions on Customs Valuation. The workshop was facilitated by a Senior Technical Officer from the WCO Secretariat and two WCO pre-accredited expert trainers on Customs valuation, from Japan Customs.

The opening remarks were delivered by the Senior Technical Officer from the WCO Secretariat, Mr. Louis Chan, and Mrs. Nunthita Sirikup, Deputy Director-General of Thai Customs. They extended gratitude to CCF/Japan for their financial sponsorship of the workshop and conveyed deep appreciation for the support from WCO, ROCB A/P, and the participation of ASEAN delegates. Furthermore, they highlighted the workshop's vital role in encouraging collaboration among ASEAN members and addressing challenges related to Customs Valuation.

Throughout the Workshop, the WCO experts guided participants in comprehensive discussions on Customs Valuation, emphasizing transaction value methods, related party transactions, and transfer pricing. Each delegate had the opportunity to share their country's

ROCB A/P Annual Report 2022/2023

experiences, stimulating dynamic discussions and fruitful exchange of ideas. On the final day, the Workshop focused on case studies and the application of valuation methods learned throughout the course.

The closing remarks were delivered by Miss Namthip Pongsangiam, Director of the Customs Academy, Mr. Louis Chan, and the Senior Technical Officer from the WCO Secretariat. Again, they thanked CCF/Japan for their financial support of the workshop, reiterated their appreciation for the backing from WCO, ROCB A/P, and the engagement of ASEAN delegates. They stressed the importance of ongoing dialogue beyond the Workshop and the application of the knowledge gained within their respective administrations.

The Workshop enriched the participants' understanding of Customs Valuation and strengthened the bond between the WCO, ROCB A/P, and the participating members. The participants expressed gratitude for the in-depth discussions, the expertise of the facilitators, and the overall management of the workshop.

Pacific Islands' Members are in the process of developing training materials for the Pacific Region

12th – 16th June 2023, Suva, Fiji



ROCB A/P Annual Report 2022/2023

The fourth WCO/JICA Joint Sub-Regional Working Group Activity for Master Trainer Programme (MTP) on Customs Valuation and HS Classification for the Pacific Islands was held from 12th – 16th June 2023 in Suva, Fiji. The Working Group Activity was organized by the WCO and JICA with the support of ROCB A/P as well as in cooperation with the Fiji Revenue & Customs Service. A total of 22 participants representing six WCO Members in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, and Vanuatu as well as the representatives from the Australian Border Force (ABF) and New Zealand Customs Service (NZCS) attended the Working Group Activity in person. Together with the experts on Customs Valuation and HS Classification from the WCO and Japan Customs, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended to assist in organizing the Working Group Activity.

In the course of the Working Group Activity, WG Members discussed the further improvement of training materials for the Pacific Islands and actively provided valuable insights. Furthermore, Members practiced the presentations which are developed by themselves to further improve their presentation skills. At the end of this Working Group Activity, the participants reviewed and updated their work plan as well as demonstrated their strong commitment to all activities written in the work plan in order to achieve the objectives of the MTP through progressive follow-up activities. Ms. Yuko Mamiya delivered the closing remarks in the closing ceremony on behalf of the WCO and ROCB A/P. She expressed sincere appreciation to the FRCS, JICA, Experts and WG Members for their contribution to the success of this Working Group Activity.

During this Working Group Activity, significant progress was made in developing the training materials which will greatly assist customs officers in the Pacific region in enhancing their knowledge and skills. The participants expressed their appreciation to the WCO, the JICA, Japan Customs, experts and the ROCB A/P.

Turkmenistan Customs discussed the further improvement of its risk management system

22nd -26th May 2023, Ashgabat, Turkmenistan



The WCO National Workshop on Risk Management for the State Customs Services of Turkmenistan was held from 22nd to 26th May 2023 in Ashgabat, Turkmenistan, under the sponsorship of the China Customs Cooperation Fund (CCF/China). Together with the WCO Accredited Expert on Risk Management, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attend the workshop as an expert on Risk Management. A total of 21 Customs officers from various Departments benefited from the practical presentations and discussions on risk management.

The objectives of the workshop were to review and analyze Turkmenistan Customs' risk management system, including the Risk Management Committee, as well as provide support for further improvement of its system.

In the course of the workshop, the workshop participants were updated with various topics including WCO Risk Management Compendium (RMC) Volume 1, the latest WCO tools and instruments, the Trusted-Trader programme, etc. Ms. Yuko Mamiya introduced the updates of RMC Volume 2 and explained the architecture of risk management. Furthermore, she explained the role of information and intelligence as well as the WCO Customs

ROCB A/P Annual Report 2022/2023

Enforcement Network (CEN) and how to analyze the data from WCO CEN. The participants and WCO experts discussed the further improvement of the risk management system, risk register as well as the Risk Management Committee and its Terms of Reference.

In his closing remarks, Mr. Dovran Jepbarov, Head, Law and International Relations Department, expressed his appreciation to the WCO, CCF/China and WCO experts for organizing this workshop to assist the Turkmenistan Customs in implementing risk management in accordance with international standards. The WCO experts gave some suggestions for a way forward for Turkmen Customs to carry out their Customs modernization project.

The active participation and contribution of the participants resulted in a successful workshop. The workshop assisted the participants in enriching their knowledge about risk management. The workshop participants expressed appreciation to the WCO and its experts for sharing knowledge and valuable information related to risk management that is useful for them to further improvement of their risk management system.

ROCB A/P encourage Postal Sector to close cooperate with Customs

2nd and 5th September 2022, Bangkok Thailand

At the invitation of Asian-Pacific Postal Union, Mr. Norikazu Kuramoto, the head of ROCB A/P attended the 60th Anniversary of Asian-Pacific Postal Union on 2nd September and the 9th APPU Postal Business Forum on 5th September respectively.



At the ceremony of 60th Anniversary of Asian-Pacific Postal Union, Mr. Lin Hongliang the Secretary General made welcome remarks and expressed appreciation to all stakeholders and persons involved in the history of APPU. One of the main guest speakers, Mr. Masahiko Metoki, the Director General of Universal Postal Union or UPU made congratulatory remarks to the APPU and all attendees. He expressed appreciation for the great effort of the APPU, its member

posts and sponsors. He also acknowledged the APPU for its long-standing history and support of the UPU.

At the 9th APPU Postal Business Forum, Mr. Kuramoto delivered key remarks to participants and expressed the importance and necessity of Post and Customs cooperation for dealing with the increasing the number of international postal parcels with illegitimate trade. In addition to that, he informed the WCO-UPU joint global conference will be held in Tokyo Japan in the first half of 2023 to promote further cooperation between postal services and Customs and encouraged the participants of this forum to actively participate.

Pillar 2: Further enhance collaboration with development partners

ROCB A/P attend the Joint Anti-Drug Operation SIREN Debriefing Seminar

20th - 22nd September 2022, Seoul, Korea



The Joint Anti-Drug Operation SIREN Debriefing Seminar was convened from 20th - 22nd September 2022, Seoul, Korea, under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea). The Seminar was organized by the Korea Customs Service

ROCB A/P Annual Report 2022/2023

(KCS) in cooperation with the WCO. 60 on-site participants from the Thai Customs Department (TCD) and KCS attended this Seminar to share the results of Operation SIREN. Together with the representatives from the WCO Secretariat, RILO A/P and the U.S. Department of Justice Drug Enforcement Administration, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended the Seminar as a speaker.

During the Seminar, Ms. Mamiya introduced ROCB A/P's capacity building activities, WCO Customs Risk Management Compendium and WCO Illicit Trade Report which are the WCO tool and reference material to support the WCO Members' effort toward the further improvement of risk management systems in their home Administrations. At the seminar, the participants introduced several drug trafficking cases which were detected through Operation SIREN. The Seminar also arranged a study visit to the Canine Training Center, Incheon Airport Customs and Express Cargo Terminal in order to exchange views and experiences between KCS and TCD.

Operation SIREN is a Joint operation between the KCS and the TCD, which aims to fight against drug trafficking. The Operation Co-ordination Unit was established in the TCD, and the officials of KCS and TCD worked together there to analyze the information for drug enforcement. This Operation resulted in the successful seizure of 22kg of methamphetamine, 29 thousand amphetamine pills and 479 ecstasy pills.

This Seminar was a good opportunity to analyze the results of the operation in order to utilize this analysis for future drug enforcement as well as further enhance cooperation between WCO, ROCB A/P, RILO A/P, KCS and TCD. The participants expressed their appreciation to CCF/Korea, the WCO, the KCS and the ROCB A/P.



ROCB A/P attended the 33rd RILO A/P NCP Meeting

27th – 29th September 2022, Seoul, Korea



At the invitation of the of Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P), Mr. Norikazu Kuramoto, Head of ROCB A/P participated in 33rd Administrative Meeting for National Contact Points of Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P NCP Meeting) which was held in hybrid on 27th – 29th September 2022. Program Manager of the ROCB A/P, Ms. Sherman Yu also joined the meeting to provide support.

At the meeting, Mr. Kuramoto delivered his opening remarks and recalled how important effective utilization of intelligence is in cooperation with key stakeholders namely Asia/Pacific members, RILO A/P as well as its domestic enforcement administrations. He introduced the ROCB A/P and provided an overview of the upcoming capacity building activities. He also introduced ROCB A/P's publications and encouraged members to participate in capacity building activities organized by ROCB A/P this fiscal year. Since both RILO A/P and ROCB A/P shouldered the role to coordinating and consolidating regional activities, Mr. Norikazu expressed wishes that both offices will continue to work hand in hand in future.

The meeting was chaired by RILO A/P and co-chaired by Korea Customs Service (KCS) as the host administration. During the meeting, respective Customs administrations shared their best practices and case studies in their daily operations. Case statistics, new initiatives

ROCB A/P Annual Report 2022/2023

and views on smuggling trends were shared and discussed during the presentations. Japan Customs also took the opportunity to share the preparation work for the transition of RILO A/P from KCS to Japan Customs from January 2024.

All participants agreed that closer cooperation and more intelligence exchange are vital to uphold the enforcement effort in the region.

ROCB A/P Signing Ceremony for establishment of RTC Thailand

10th October 2022, Bangkok



At the invitation of Mr. Anuntasilpa Patchara, the Director-General of Thai Customs Department, Mr. Norikazu Kuramoto, the Head of ROCB A/P and his colleagues attended the virtual signing ceremony for establishment of the RTC Thailand.

Dr. Kunio Mikuriya, the Secretary General of WCO and Mr. Anuntasilpa Patchara, the Director-General of Thai Customs Department virtually signed the Memorandum of Understanding (MoU) for the establishment of the WCO Asia-Pacific Regional Training Center (RTC) at the Thailand Customs in Bangkok, Thailand on 10th October 2022.

Mr. Kuramoto expressed his warmest congratulations to the Thai Customs Department and looked forward to further collaboration with RTC Thailand and other regional entities located in Bangkok, Thailand. Mr. Anuntasilpa Patchara, the Director General of Thailand Customs Department expressed his intention to support WCO and Asia/Pacific region.

ROCB A/P Annual Report 2022/2023

RTC Thailand was approved as the 10th RTC in Asia/Pacific region by the Asia/Pacific Heads of Customs meeting that took place in Bali, Indonesia in May 2022.

Asia-Pacific Members reaffirmed the importance of utilizing Digital Forensics for Customs enforcement

17th -21st October 2022, Perth, Australia



The WCO Asia-Pacific Regional Workshop on Digital Forensics was held from 17th -21st October 2022, Perth, Australia, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). The Workshop was organized with the support of the ROCB A/P as well as with generous support from the Australian Border Force (ABF). A total of 16 participants representing 16 Customs administrations in the AP region attended the Workshop and discussed topics related to digital forensics. Together with the WCO Accredited Customs Expert (ACE) and the resource person from Japan Customs, Mr. Norikazu Kuramoto, Head, and Ms. Yuko Mamiya, Program Manager of the ROCB A/P also attended the workshop as facilitators/coordinators.

ROCB A/P Annual Report 2022/2023

Together with the WCO Asia-Pacific Regional Vice-Chair, WCO experts and donors, Mr. Kuramoto also opened the Workshop and warmly welcomed speakers and participants. In his opening remarks, he emphasized the importance of digital forensics in the Customs context. Furthermore, he introduced ROCB A/P's capacity building activities such as organizing workshops and publishing various materials for information sharing. He demonstrated a commitment to assisting AP Members in building their capacity.

During the Workshop, the participants actively shared their experiences and challenges in utilizing digital forensics. In particular, the ABF actively contributed to the workshop by sharing their techniques for extracting data, ensuring the integrity of data and utilizing various tools. Ms. Yuko Mamiya facilitated the workshop and explained the background and objectives of this workshop emphasizing the importance of individual commitment to organizational development of Customs administrations. She also explained the Follow-up Actions Survey, which aims to take a snapshot of the impact of WCO capacity building activities on AP Members' performance and encouraged participants to take action and to utilize lessons learnt from this workshop.

The Workshop was successfully concluded with participants' positive feedback. The participants expressed their appreciation to the WCO, the ROCB A/P, the WCO ACE, Japan Customs and the ABF for their contribution to the workshop.



20th Regional Training Center (RTC) Heads Meeting

2nd – 3rd November 2022, Hosted by ROCB A/P and RTC Thailand (Hybrid Mode)



The 20th Meeting of Heads of WCO Asia/Pacific Regional Training Center was organized and hosted by ROCB A/P and RTC Thailand in Bangkok, Thailand on 2nd – 3rd November 2022. Over 50 participants from RTCs, WCO Secretariat, Vice Chair Secretariat, and ROCB A/P attended the meeting. Due to the Covid pandemic and travel ban, the ROCB A/P decided host the meeting in hybrid mode. In the Opening Session, Mrs. Nunthita Sirikup, Deputy Director-General of Thai Customs Department delivered welcoming remarks. RTC Thailand was newly accredited as the 10th RTC in the AP region in 2022 and hosting the 20th RTC Heads Meeting bears an important meaning to them. Mr. Taeil Kang, Director of Capacity Building Directorate, WCO, Mr. Cheon-Jeong PARK, Head of RILO A/P and Mr Norikazu Kuramoto, Head of ROCB A/P delivered remarks following Mrs. Nunthita Sirikup's speech.

At the Information Sharing session, updates of WCO policy, Asia/Pacific region's activity, and RILO A/P work were shared and presented to participants. During the meeting, each RTC was invited present and introduce their capacity building activities as well as latest developments. A Panel discussion was held to discuss the 'Challenges and good practice of Customs training during COVID-19' and 'What are the lessons and way forward for future capacity building activities. Presenters and participants shared their views on the challenges

ROCB A/P Annual Report 2022/2023

and benefits of conducting online training according to their experience. This information was good reference for members of best practices of RTCs which can be put in place. It is hoped that close collaboration and cooperation among RTCs will be fostered in near future.

Mr. Kuramoto summarized the 2nd day of the meeting in the wrap-up and way forward session. Closing remarks were delivered by Ms. Akiko Kojima, Regional Development Manager, WCO Capacity Building Directorate followed by Mr. Cheon-jeong PARK, Head of RILO A/P, Mrs. Arpapannee Sangmukda, Head of RTC Thailand. Mr. Kuramoto also took the opportunity to thank all the participants for their active participation and discussion in the 20th RTC Heads meeting.

ROCB A/P attend Opening Ceremony of RTC Thailand

8th November 2022, Bangkok



At the invitation of Mr. Patchara Anuntasilpa, the Director-General of Thai Customs Department, Mr. Norikazu Kuramoto, the Head of ROCB A/P and his colleagues attended the Opening Ceremony of the RTC Thailand.

Mr. Patchara Anuntasilpa, the Director-General and executives of Thai Customs Department invited representatives of International Organizations and Customs Attaches based on Bangkok to this Opening Ceremony of the RTC Thailand at the Thailand Customs in Bangkok, Thailand on 8th November 2022.

ROCB A/P Annual Report 2022/2023

Mr. Kuramoto celebrated together with Thai Customs Department at this event on the behalf of invited attendance. During the event, a lot of attendance expressed its congratulations for the Thai Customs Department and the RTC Thailand.

The RTC Thailand was approved as the 10th RTC in Asia/Pacific region by the Asia/Pacific Heads of Customs meeting that took place in Bali, Indonesia in May 2022 and signed the MoU on the establishment of RTC Thailand with the WCO at the 10th October 2022

ROCB A/P attends the 32nd session of the World Customs Organization Asia/Pacific Regional Contact Points

14th -18th November 2022, Brisbane, Australia



The 32nd Asia/Pacific Regional Contact Points Meeting was held in Brisbane, Australia on 14th -18th November 2022 in hybrid mode hosted by Asia/Pacific Vice Chair. Mr. Norikazu KURAMOTO, the Head of the ROCB A/P, together with Program Managers, Ms. Zhengqing YE and Ms. Sherman YU joined this meeting.

ROCB A/P Annual Report 2022/2023

Mr. KURAMOTO introduced the outline of the ROCB A/P and its activities including workshop delivery plan in this FY and its cooperation framework with regional entities in the Asia/Pacific region. In particular, he emphasized the importance of the annual needs survey on capacity building which will be conducted in December 2022 and encouraged timely feedbacks to ROCB A/P.

He also requested Asia/Pacific members' cooperation related to Training Management supporting activities conducted by the ROCB A/P. He also made implementation report on new Regional Strategic Plan 2022-24 (RSP) Focus Area 3 (Capacity Building) on the behalf of co-coordinator with Japan Customs and encouraged Asia/Pacific members' active participation to capacity building activity in the Asia/Pacific region aligned with Focus Area 3. During group discussion sessions, Ms. YE and Ms. YU actively joined breakout sessions on discussion for linking the WCO Implementation Plan 2022-2023 to the RSP and Supply Chain Integrity as well as made the summaries of the group discussion respectively.

As for the regional entity's application matter Australia, Hong Kong China and Indonesia expressed their intentions to be accredited as the Regional Dog Training Centers (RDTC). Taking this opportunity, the ROCB expressed the sincere gratitude to the above three administrations for the willingness to make more contributions in this region. Many delegates welcomed the initiatives and this RCP meeting endorsed to forward to the RHCA next year.

This RCP meeting consists of the Asia/Pacific members as well as the WCO Secretariat, RILO AP and ROCB A/P. During the meeting, the WCO's updates included its hot topics and new WCO Strategic Plan 2022-25, the achievements made by the RILO A/P were reported and discussed in addition to that ROCB A/P. Moreover, all the participants joined 2 group discussion sessions. The quality of the presentations and the depth of the discussions, together with the sharing of experience and best practice, enabled the Contact Points Meeting to build a clearer picture of progress with Customs reform and modernization strategies in the AP region.

ROCB A/P celebrate 150th Anniversary of Japan Customs

25th, 28th November 2022, Tokyo Japan

Dr. Kunio Mikuriya, WCO Secretary General attended the events related the Japan Customs 150 anniversary namely, Symposium on Commemorate the 150th anniversary of Japan Customs and Celebration Event of the 150th Anniversary of the Inauguration of the Japan Customs at 25th and 28th November respectively. Mr. Norikazu Kuramoto, the Head of the ROCB A/P accompanied these events.

At the Symposium, the Secretary General shared WCO overview and recent key activities, Environment surrounding Customs and Future challenges at his keynote speech. In addition to that, he delivered his congratulatory address at the Celebration Event to express congratulations and appreciation for long standing contribution for Japan's economic growth.



The symposium was attended by executives of Japan Customs, many stakeholders including customs brokers and it was opportunity to exchange views on the role of customs in the changing and evolving international situation in the recent years. The ceremony was attended by Crown Prince Akishino and Crown Princess Kiko of Japan.

Around 300 guests, including Members of the National Diet (Japan House of Representatives), Government Officials, related organizations and Ambassadors based in Tokyo, celebrated the milestone achievement.

ROCB A/P join the RILO Online Regional Seminar

1st December 2022, Online



At the invitation of the RILO A/P, Mr. Norikazu Kuramoto, the Head of the ROCB A/P attended the Regional Seminar in Asia/Pacific region held on 1st December 2022 online hosted by RILO A/P.

In the opening session, Mr. Kuramoto delivered his welcoming remarks and explained that illicit drugs are the major concern in Customs enforcement and Customs play a key role in enforcement through targeting high-risk cargo and passengers at national borders. He also stressed that ROCB A/P also fully supports Asia/Pacific Members delivering capacity building activity to improve enforce capability in close cooperation with the RILO A/P.

In this seminar, RTC Thailand and RDTC Korea also joined to share its outline and updates. The International Narcotics Control Board (INCB) and Worldwide Fund (WWF) were also invited the seminar to share their information.

ROCB A/P attends the Thailand Maritime Stakeholder Workshop to Detect and Investigate Wildlife Trafficking in International Maritime Supply Chain

6th -7th December 2022, Bangkok, Thailand



At the invitation of the Royal Thai Customs, Mr. Norikazu Kuramoto, Head, and Ms. Yuko Mamiya, Ms. Zhengqing Ye and Ms. Sherman Yu, Program Managers of ROCB A/P attended the Thailand Maritime Stakeholder Workshop on Detect and Investigate Wildlife Trafficking in International Maritime Supply Chains held from 6th to 7th December 2022 in Bangkok, Thailand.

This meeting aims to enhance public-private partnership, raise the maritime sector awareness about illegal wildlife trafficking (IWT) in Thailand and relevant initiatives to address IWT as well as share global and national-level wildlife enforcement experience.

In his opening remarks, Mr. Norikazu Kuramoto underlined the importance of collaboration between WCO, its Members, other government agencies and other stakeholders. He also introduced the WCO tool “Frontline Customs Officers’ Guide to Key Multilateral Environmental Agreements” and demonstrated WCO’s and ROCB A/P’s commitment to building Members’ capacity.

During the workshop, participants actively discussed how to utilize the various tools to fight against IWT and enhance cooperation between government agencies and the private

ROCB A/P Annual Report 2022/2023

sector. Ms. Mamiya moderated the session concerning law enforcement tools and complementary initiatives. This workshop resulted in promoting cooperation among all stakeholders and deepening their understanding of the latest trend of IWT.

ROCB A/P attended 18th the Global Meeting of the Regional Entities established by the WCO Members and the Council Vice-Chairs' Offices

20th - 21st February 2023, Brussels, Belgium



The 17th Global Meeting of the WCO Regional Entities was held from 20th to 21st February 2023 at the WCO Headquarters in Brussels, Belgium, in a hybrid format. Mr. Norikazu Kuramoto, Head of ROCB A/P, Ms. Yuko Mamiya, Program Manager, Ms.

Zhengqing Ye, Program Manager, and Mr. Jaemin Cho, Program Manager, represented the office to attend the meeting in person.

Mr. Kuramoto played a chair role of the Meeting. In addition to that, he presented on the cooperation activities with regional entities by ROCB A/P. He also reported at the plenary session an update on recent activities and challenges pertaining to the Asia/Pacific region. This included the announcement of the Solomon Islands' accession as the newest member of the WCO, as well as plans for capacity-building activities. Notably, he highlighted the RTC heads meeting, and RCL heads meeting as examples of successful collaboration aimed at furthering the WCO's goals in the region. Finally, Mr. Kuramoto was re-elected as a chairperson of the next Global Meeting of Regional Entities in 2024.

At this meeting, delegates from the Vice Chair's Office, Regional Office for Capacity Building (ROCB), Regional Intelligence Liaison Office (RILO), Regional Training Centre (RTC), Regional Customs Laboratory (RCL), and Regional Dog Training Centre (RDTC) in the six WCO regions attended.

ROCB A/P Annual Report 2022/2023

The objective of convening the Global Meeting is to facilitate the guidance and coordination of the activities of Regional Entities and Council Vice-Chairs' Offices in the domain of capacity building. This aims to foster greater collaboration among these entities, promote the adoption of uniform standards to ensure a cohesive approach and performance, and offer advice to the WCO Capacity Building Committee.

During the meeting, the delegates from different regional entities discussed the latest tools and initiatives developed by each WCO directorate. The lively discussion also included updates on the newest progress and best practices from each participating regional entity.

ROCB A/P attended 22nd Session of the Integrity Sub-Committee

27th -28th February 2023, Brussels, Belgium



The 22nd session of the WCO Integrity Sub Committee (ISC) was organized and hosted by the WCO at the WCO Headquarters in Brussels, Belgium from 27th to 28th February 2023 in a hybrid format. More than 200 representatives participated in this conference. Mr. Zhengqing YE, the representatives of the ROCB A/P joined the meeting to explore the ways for a sustainable development of Customs Integrity.

This year the subcommittee devoted this session to the theme 'Harnessing data for integrity'. It emphasized the need for the International Customs Community to continue promoting integrity to ensure an effective and efficient supply chain during this challenging time.

The 22nd session of the ISC focused on the essence of maintaining Customs Integrity in the event of sustained emergencies such as global health crisis. Developing effective integrity strategies, strengthened organizational transparency, protected reporting, and accountability mechanisms, raising awareness, developing public and organizational intolerance to corruption were addressed as primary tools for prevention and maintaining Customs Integrity.

ROCB A/P Annual Report 2022/2023

During the Conference, ROCB A/P appreciated the great efforts made by the WCO Secretariat. ROCB A/P was updated by the continued work around the Customs Integrity Perception Survey (CIPS) and national good practices such as data-driven corruption risk management approach, the use and management of corruption report data and the use of Performance Contracts. Meanwhile ROCB A/P reaffirmed the importance to collaborate with external control agencies to fight against corruption.

ROCB A/P attends the 14th Capacity Building Committee

22nd -24th February 2023, Brussels, Belgium

The 14th Capacity Building Committee was held from 22nd to 24th February 2023 in a hybrid format. Over 300 delegates from Member administrations and stakeholders attended in person or virtually. Mr. Norikazu Kuramoto, Head of the ROCB A/P, and his colleagues also attended in person.

Dr. Kunio Mikuriya, Secretary General, welcomed delegates to the Committee. In his opening remarks, he outlined the important topics to be discussed such as knowledge sharing and management, gender equality and diversity, blended learning, expert mobilization, data strategy and Mercator Programme to implement WTO Trade Facilitation Agreement. He concluded his remark by wishing this Committee will deliver great outcomes for the WCO and its Members.

In the course of discussions, Mr. Kuramoto shared ROCB A/P's recent activities to build the capacity of AP Members and promote WCO tools. During the Committee, delegates actively shared their experiences and insights on the ongoing WCO's activities including the way forward in WCO Performance Measurement Mechanism, national training strategy, staff well-being, etc.

ROCB A/P attended 43rd Session of Enforcement Committee

27th -31st March 2023, Brussels, Belgium



The 43rd session of the Enforcement Committee (EC) was organized and hosted by the WCO at the WCO Headquarters in Brussels, Belgium from 27th to 31st March 2023. Mr. Zhengqing YE, the representatives of the ROCB A/P joined this meeting.

This 43rd session was special in two ways. First, the WCO was back on track with inperson meetings after previous years of virtual and hybrid work. Second, on the first day of this session, the 40th anniversary of the establishment of the current style EC was celebrated. The Session was opened by WCO Secretary General Dr. Kunio Mikuriya who recalled the evolution of the Enforcement Committee over the years. Dr. Mikuriya summarized 5 major evolution: 1) the scope in responding to the need for enhanced supply chain security; 2) technology involvement especially by using the WCO Customs Enforcement Network (CEN) and data analysis; 3) operations for raising the visibility of Customs contribution to protect society at borders and provide capacity building; 4) deployment of intelligence and risk management tools; and 5) cooperation with partners.

In the 5-day session, delegates took note and discussed the WCO Environment Programme, WCO Drugs Programme, WCO Security Programme, WCO Cultural Heritage Programme, WCO IPR, Health and Safety Programme, WCO Customs Operational Practices for Enforcement and Seizures (COPES) Programme, WCO Anti Money Laundering and Counter Terrorist Financing Programme and WCO Enforcement Committee Work programme in the area of Compliance & Enforcement. The EC, through its thorough discussions, provided guidance for further strategic and operational activities. The delegates took note of, discussed and approved a number of important activities, instruments and tools, as well as some new projects.

During the Conference, ROCB A/P was updated on the continued work done by the EC. Most importantly, all these updates will greatly contribute to our office's action work plan for the next FY. ROCB A/P will continuously dedicates itself to supporting the WCO

ROCB A/P Annual Report 2022/2023

enforcement and compliance activities by organizing high-quality capacity building programs in line with this year's theme: Nurturing the Next Generation: Promoting Culture of Knowledge-sharing and Professional Pride in Customs”.

The Heads of Regional Customs Laboratory in Asia/Pacific gathered to discuss about further cooperation for the region

18th -20th April 2023, Kashiwa, Japan



The 2nd Meeting of the Heads of Asia/Pacific WCO Regional Customs Laboratory (RCL) was held at the Central Customs Laboratory of Japan in Kashiwa, Japan as RCL Japan on 18th -20th April 2023 with hybrid manner organized by Asia/Pacific Regional Office for Capacity Building (ROCB A/P). Mr. Norikazu Kuramoto, Head and Ms. Zhengqing (Grace) YE and Mr. Jaemin Cho, Program Managers joined in person from ROCB A/P as the organizer.

The Heads of the 5 RCLs in the region (namely RCL China, RCL India, RCL Indonesia, RCL Japan and RCL Korea), representatives from the WCO Secretariat, Asia/Pacific Vice-Chair Office and Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P) participated in the meeting. The EU-WCO HS-African programme members also joined as observers as well.

ROCB A/P Annual Report 2022/2023

Mr. Kuramoto provided ROCB A/P report on the capacity building activities delivered in 2022-23. In addition, WCO Secretariat, Asia/Pacific Vice Chair, and RILO A/P also provide its recent activity and updates for participants. Thereafter, all the RCLs provided their outlines and recent initiatives to enhance professionalism in Customs Analysis area and had an opportunity to learn from each other on training strategies and activities of the respective RCLs.

During the meeting, RCL Japan and RCL Korea shared the experience of WCO Professionals Program 2022/23 with its participants feedbacks. WCO Regional Development Manager shared its Human Resource Development programs for marvelous leaning opportunity for its members. ROCB A/P led the discussion on capacity building needs on Customs Laboratory matters. WCO Tariff and Trade Affairs shared related information of Customs Laboratory for good reference. RILO A/P shared recent trend of illegal drug globally for reference.

The Heads of RCLs exchanged views on how to enhance regional cooperation among RCLs in Asia/Pacific region. The delegates intensively discussed and finally agreed further close cooperation among RCLs through active communication and crate the RCL detailed contact point list for this purpose.

The delegations visited Tokyo Customs and its laboratory at the last day to learn its operation we as well as exchanged of views from professional aspect.

ROCB A/P join Korea Customs Week 2023

26th -28th April, Seoul, Korea

At the invitation of Mr. Tae-Sik Yoon, the Commissioner of the Korea Customs Service (KCS), Mr. Norikazu Kuramoto, the Head of ROCB A/P attended Korea Customs Week 2023 organized by KCS in Seoul, Korea.



Mr. Kuramoto participated the Seminar 2 “Leveraging Disruptive Technology for Customs Innovation: Big Data, AI, Blockchain, etc.” as a panelist. During this session, he shared

his views on this topic and the current situation in Asia/Pacific region as well as emphasized the importance of capacity building for developing countries to address.

He also shared the challenges and key issues to introduce Disruptive Technology, such as studying necessary information and its benefits, drawing strategies with strong political will, preparing and organizing accurate digital data, and having modernized Customs systems and functions in place and etc.

The theme of the event was “Global Customs Cooperation and Digital Customs” as a global event with delegations from 78 countries.

ASEAN Members shared the best practices and discussed how to address the challenges posed by cross-border E-commerce

8th -11th May 2023, Sabah, Malaysia



The WCO Sub-Regional Workshop on cross-border e-commerce for Members of the Association of Southeast Asian Nations (ASEAN) was held from 8th to 11th May 2023 at the Sabah branch of the WCO Regional Training Centre (RTC) in Malaysia with support of ROCB A/P under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). The

ROCB A/P Annual Report 2022/2023

Workshop was organized with generous support from the Royal Malaysian Customs Academy (AKMAL). A total of 13 participants representing 8 Customs administrations attended the Workshop and discussed topics related to e-commerce. Together with the WCO Accredited Customs Expert (ACE), Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended the workshop as coordinator.

Ms. Mamiya delivered the opening remarks. In her remarks, she underlined that this workshop is a good opportunity for ASEAN Members to share their best practices and learn from each other to consider how to address the challenges posed by e-commerce.

During the Workshop, WCO and ACE introduced the details of the WCO E-Commerce Framework of Standard (E-Commerce FoS) and related tools. They encouraged Members to implement those tools to further facilitate and secure the cross-border e-commerce trade. Each participant delivered the presentation to share their experiences and challenges in cross-border e-commerce. Ms. Mamiya updated the ROCB A/P's recent activities and capacity building in the AP region. She also encouraged the participants to learn a lot from each other and utilize the lessons learnt for further development and modernization of the home administrations. On the last day of the workshop, she introduced the follow-up action survey conducted by the ROCB A/P six months after the respective WCO regional/sub-regional workshop. She underlined that the workshop participants' follow-up actions are a key enabler for sustainable organizational development.

Ms. Raizam Binti Setapa Mustapha, Director of the AKMAL, delivered closing remarks. She emphasized that AKMAL is willing to continue providing support for Members as RTC by hosting the WCO workshops.

The Workshop deepened the participants' understanding of WCO tools related to E-commerce and strengthened the relationship between the WCO, ROCB A/P, participants and AKMAL. The participants expressed their appreciation to the WCO, the ROCB A/P, the WCO ACE, CCF/Japan and the AKMAL for their contribution to the workshop.

ROCB A/P join Asia Pacific Heads Conference in Perth

29th - 31st May 2023, Perth, Australia



The WCO A/P 24th Regional Heads of Customs Administrative Conference (RHCA) was held in Perth, Australia from 29th to 31st May 2023 hosted by the Australia Border Force as the Asia/Pacific Regional Vice Chair. Mr. Norikazu Kuramoto, the Head and Ms. Zhengqing (Grace) Ye and Mr. Jaemin Cho, the Program Managers of the ROCB A/P attended.

The Heads and delegations from Asia/Pacific region, Dr. Kunio Mikuriya, WCO Secretary General, the WCO Regional Development Manager for Asia/Pacific, the RILO A/P and the ROCB A/P attended the conference.

At the opening ceremony, Mr. Michael Outram, the Vice-Chair of Asia/Pacific warmly welcomed participants in person in Perth and acknowledged the Solomon Islands as the newest WCO Member in the region. Dr. Kunio Mikuriya congratulated the Asia/Pacific Vice Chair to organize RHCA conference and appreciated the leading role in Asia/Pacific region as well as he promoted digitalization and the utilizing of advance information to address E-Commerce in order to support supply chain resilience. He also explained that the WCO Strategic Plan focused on Digitalization, Green Customs (environment) and Governance and accountability. Ms, Hon Claire O'Neil MP, the Australian Minister for Home Affairs delivered an online keynote address highlighting the importance of borders, and Customs' critical role in achieving growth, security, unity and prosperity in Asia/Pacific.

Mr. Norikazu Kuramoto, the Head of the ROCB A/P, updated its capacity building activities in the Asia/Pacific region including workshop achievement in this FY, Annual work plan for the next FY, Training Management Project in the Asia/Pacific, cooperation with regional entities and its publication. In addition, Ms. Zhengqing (Grace) Ye and Mr. Jaemin Cho also made report on the implementation of the Focus Area 3 (Capacity Building) of the

ROCB A/P Annual Report 2022/2023

Asia/Pacific Regional Strategic Plan 2022-2024 on behalf of co-coordinators with Japan Customs.

During the conference, applications of Australia, Hong Kong, China and Indonesia for Regional Dog Training center (RDTC) were atheized by heads. In addition, the MOU by WCO and Japan Customs for transferring the RILO A/P to Tokyo from January 2024 was signed.

ROCB A/P's Active Participation in the 12th ASEAN – World Customs Organization (WCO) Consultation

8th June 2023, Pattaya, Thailand



Upon the invitation of the ASEAN Secretariat, Mr. Norikazu Kuramoto, the Head of the ROCB A/P, actively participated in the 12th ASEAN – World Customs Organization (WCO) Consultation at the 32nd Meeting of the ASEAN Directors-General of Customs. The meeting, held on 8th June 2023 in Pattaya, Thailand, adopted a hybrid model, blending in-person attendance with virtual participation. Mr. Louis Chan, Program Manager of the ROCB A/P, engaged in the consultation remotely.

In his opening remarks, Dr. Kunio Mikuriya, the Secretary-General of the WCO, expressed his appreciation for the beautiful beach in Pattaya and warmly invited all ASEAN

DGs to the WCO Council Session, scheduled to be held in Brussels two weeks later. He then emphasized the significant current themes of the WCO, including technology innovation, data strategy including data harmonization and sharing, and a new initiative encouraging the younger generation to harness the power of technology and knowledge sharing. Furthermore, Dr. Kunio Mikuriya outlined initiatives aimed at assisting member administrations in adapting to technological transformation. He emphasized additional key themes such as disruptive technology, Green Customs, Plastic Waste Management, and human resource management. Dr. Kunio Mikuriya extended his gratitude to ASEAN Members for their recent advancements and conveyed his openness to discuss other areas of concern and priorities from members.

During the consultation, Mr. Norikazu Kuramoto briefed the ASEAN Members on ROCB A/P's capacity-building activities, which included collaborations with Regional Entities in the AP region, and shared plans for upcoming workshops. He also highlighted a regional workshop on training management, initiated by ROCB A/P. This workshop provided a platform for regional members to exchange their experiences and best practices on human resource and training management, and to discuss ways to continuously improve the training capacity of Members in the Asia Pacific region. In his closing remarks, Dr. Kunio Mikuriya expressed his appreciation to ASEAN countries for their sustained support of the WCO. He encouraged more active engagement with the WCO and invited members to send young personnel to the WCO Headquarters as attachés, who would then contribute to improvements within their Customs administration.

The consultation was chaired by Mrs. Kitjaluck Srinuchart, Deputy Director-General of the Thai Customs Department. The meeting served as a dynamic platform for exchanging views on international and emerging Customs issues.

The comprehensive discussions and exchange of insights during the 12th ASEAN-WCO Consultation are anticipated to offer a roadmap for future cooperation and a thorough understanding of contemporary customs challenges. The event underscored the potential of combined efforts in addressing these challenges and enhancing customs operations within the region.

ROCB A/P collaborates with UNESCAP in Paperless Trade

19th -23rd June 2023, Bangkok, Thailand



At the invitation of the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Mr. Jaemin Cho, the Program Manager attended the key meetings related to the Framework Agreement on Facilitation of Cross-border Paperless Trade in Asia and the Pacific (CPTA) facilitated by UNESCAP on 19-23 June 2023 on the behalf of ROCB

A/P as an observer.

The events consisted of two occasions, namely 'The 2nd session of the Standing Committee of the CPTA' and 'The 2nd session of the Paperless Trade Council of the CPTA'. These sessions were attended by delegates from the CPTA member countries and observers.

During the sessions, it was reported that WCO and UNESCAP had collaborated to organize the 5th UNNExT Masterclass Workshop for Customs officials focused on Facilitating Cross-border Paperless Trade using emerging technologies, which took place from 19 to 28 September 2022 in Seoul, Korea in cooperation with the ROCB A/P and the Korea Customs Services with financial support from the Customs Cooperation Fund of Korea (CCF/Korea) as a significant achievement. In addition, the sessions place significant emphasis on data sharing, particularly in relation to the Single Window concept as well as Customs' leadership in the efforts. As a result, we confirmed that there is an opportunity for collaboration again between WCO and UNESCAP in organizing capacity-building activities for Customs such as workshops in the near future.

During this both sessions of the Standing Committee and the Council, a comprehensive review was conducted on the implementation of prioritized tasks, strategies, and practical measures to expedite the adoption of Cross-border Paperless Trade in the Asia-Pacific region.

The Standing Committee and the Council emphasized the importance of comprehensive stakeholder mapping to ensure that all potential collaborators are included. They also stressed the need for establishing effective communication and collaboration

ROCB A/P Annual Report 2022/2023

channels among development partners to facilitate the sharing of information on Cross-border Paperless initiatives and projects. Furthermore, they highlighted the potential for synergies among development partners in capacity building, considering the numerous training and capacity-building programs offered by these partners. The sessions also underscored the significance of coordinated advocacy efforts by development partners to promote the Framework Agreement. Lastly, actionable initiatives that can receive joint support from development partners were identified.

ROCB A/P attended the 141/142 WCO Council Sessions

22nd - 24th June 2023, Brussels, WCO



The 141st / 142nd Council Sessions of the World Customs Organization (WCO) were held at WCO Headquarters in Brussels, Belgium from 22nd to 24th June 2023. Directors General of Customs representing the WCO Members participated. Mr. Norikazu Kuramoto, the Head of ROCB A/P attended as

observers.

This Council Sessions reviewed the work carried out by the WCO throughout the year. The discussions covered its deliberations on Capacity Building, Rules of Origin, Valuation, Nomenclature and Classification, Compliance, and Trade Facilitation as well as on administrative matters.

The Council took note of the progress made in implementing the WCO Strategic Plan 2022-2025, particularly in the key focus areas of Technology and Innovation, Green Customs and Governance and Accountability. Regarding Technology and Innovation, the Council acknowledged

the efforts of the Data and Statistics Working Group in implementing the WCO Data Strategy and took note of the establishment of a Data Scholarship for capacity building.

ROCB A/P Annual Report 2022/2023

During the sessions, Mr. Ian Saunders from the United States is elected as the new WCO Secretary General for a five-year term as of 1st January 2024. They also elected Mr. Edward Kieswetter, Commissioner of the South African Revenue Service, as the Chairperson of the WCO Council.

The Council delegates also witnessed the signing of several Memoranda of Understanding (MoU) including Asia Pacific Members, namely MoU on the recognition of Regional Dog Training Center in Australia, Hong Kong China and Indonesia, and MoU on the recognition of the Regional Customs Laboratory's Professionals Programme in India.

ROCB A/P confirmed the closed cooperation with Australia Border Force

29th June 2023, Bangkok, Thailand



Mr. Norikazu Kuramoto, the Head of ROCB A/P and his colleagues have a meeting with Mr. Michael Cymbalista, Counsellor of the Australian Border Force (ABF) Attaché and his team at the Australia Embassy in Bangkok Thailand on 29th June as

the cooperate partner of the ROCB A/P.

We exchanged views on cooperation between the ROCB A/P and the ABF from July onwards as a new fiscal year. The ROCB A/P provided information on the updates our activity and the results of the Council Sessions as well as forthcoming events for the new fiscal year.

The ABF Counsellor expressed its continued support for ROCB A/P activities in the new fiscal year and both parties confirmed their mutual cooperation, particularly in public relations and workshop activities. They also introduced us the newly established ABF attaché in Viet Nam in person and confirmed that they would continue to cooperate as well.

About the ROCB A/P

Who We Are



The World Customs Organization (WCO) is an independent intergovernmental body whose mission is to enhance the effectiveness and efficiency of Customs administrations. The WCO is composed of 185 member governments. It is the only worldwide intergovernmental organization competent in Customs matters. The WCO has devoted a great deal of attention to improving the quality, relevance, and availability of its capacity building activities. A regional approach to performing effective and efficient capacity building activities, in close cooperation with regional members, is one of its priority initiatives to improve Customs abilities based on the needs of each region. In this regard, the ROCB A/P was established in September 2004 as the first ROCB aiming at coordinating and improving the Customs capacity building activities in line with the WCO's regionalization approach.

Since its establishment, through the generous hosting of the Thai Customs Department (TCD), the ROCB A/P has been located at the premises of the TCD Headquarters in Bangkok, Thailand.

Mission

The mission of the ROCB A/P is to assist Member to be an efficient and effective Customs administration. Diagram 5 illustrates the missions of the ROCB A/P.

The ROCB A/P acts as a cornerstone of the regional approach for implementing the WCO's Capacity Building Strategy. In cooperation with seven WCO Regional Training Centers (RTCs) in the A/P region, it supports 34 Member administrations in Asia Pacific Region (Diagram 6).

Diagram 5: Mission of ROCB A/P

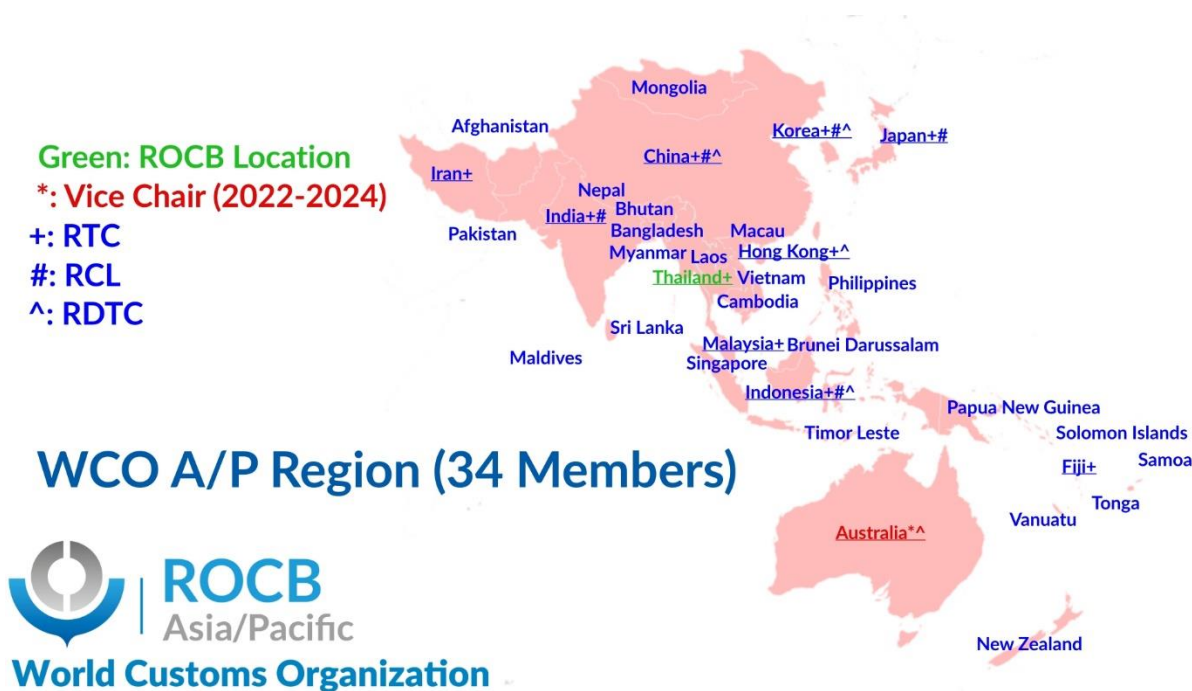
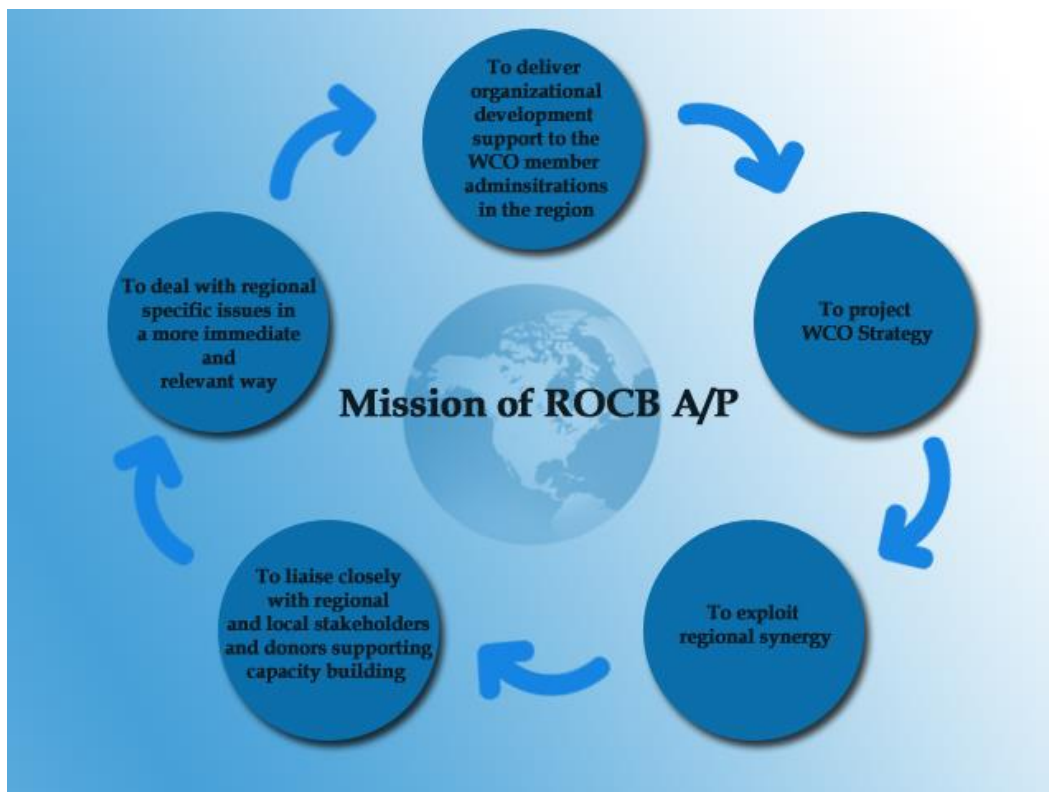


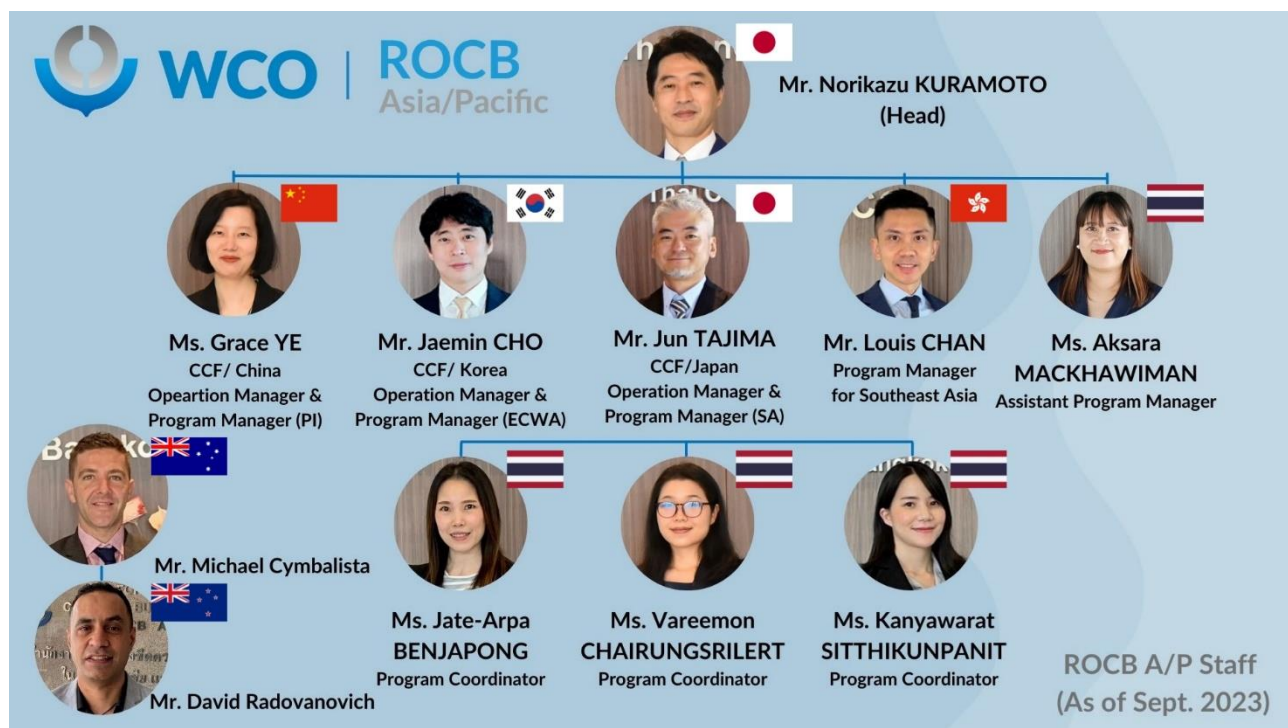
Diagram 6: WCO A/P Members

With the WCO Customs Cooperation Funds (mainly contributed from China, Japan and Korea), the ROCB A/P organizes a series of capacity building activities for the regional Members in need of technical assistance. ROCB A/P works with the WCO's development partners, such as the Asia Development Bank and United Nations agencies, as well as

ROCB A/P Annual Report 2022/2023

stakeholders of the private and business sectors. The WCO Secretariat and the Regional Vice Chair provide the ROCB A/P with guidance and support to fulfill the mandates and responsibilities as set forth in its Terms of Reference.

Staff



ROCB A/P has 9 full-time seconded staff members (as of September 2023). This includes one from China, one from Hong Kong China, two from Japan (including Head of the ROCB A/P), and one from Korea and four from Thailand. In addition, representatives from the Australian Border Force and New Zealand Customs Service based in Bangkok provide ad hoc support and assistance to the ROCB A/P's activities, especially for its communications and publications.

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

- ♦ Role and responsibilities
 - To enhance contact with responsible countries;
 - To encourage participation of responsible countries to the regional events;

ROCB A/P Annual Report 2022/2023

- To take care of individual requests made by responsible countries;
- To collect Customs related information from responsible countries; and
- To liaise with officers responsible for the sub-region on various DPs.

During the year 2022/23, Mr. Ilkwon Han from Korea, Ms. Sherman Yu from Hong Kong, China, and Ms. Yuko Mamiya from Japan completed their tenure seconded in the ROCB A/P and returned to their home administration. Taking this opportunity, we would like to express our gratefulness to them for their solid devotion and support to ROCB A/P's work during their tenure. Without all their continued support, ROCB A/P alone cannot fulfill the entrusted tasks and responsibilities.



ROCB A/P Annual Report 2022/2023

Contact points:

	A/P Members	Responsible officer / Title	Contact
	All	Mr. Norikazu KURAMOTO Head	Email: norikazu.kuramoto@rocbap.org Tel: +66 2 667 6017
East, Central and West Asia (ECWA)	Afghanistan, China, Hong Kong, China, Iran, Japan, Korea, Macao China, Mongolia, Pakistan	Mr. Jaemin CHO Program Manager	Email: jaemincho@rocbap.org Tel: +66 2 667 6542
Pacific Islands (PI)	Australia, Fiji, New Zealand, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu	Ms. Grace YE Program Manager	Email: graceye@rocbap.org Tel: +66 2 667 6539
South Asia (SA)	Bangladesh, Bhutan, India, Maldives, Nepal, Sri Lanka	Mr. Jun TAJIMA Program Manager	Email: jun.tajima@rocbap.org Tel: +66 2 667 6018
Southeast Asia (SEA)	Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Philippines, Singapore, Thailand, Union of Myanmar, Vietnam	Mr. Louis CHAN Program Manager	Email: louischan@rocbap.org Tel: +66 2 667 6552
		Ms. Aksara MACKHAWIMAN Assistant Program Manager	Email: aksara@rocbap.org
-	-	Ms. Jatearpa BENJAPHONG Program Coordinator	Email: jatearpa@rocbap.org Tel: +66 2 667 6777
-	-	Ms. Vareemon CHAIRUNGSRILERT Program Coordinator	Email: vareemon@rocbap.org Tel: +66 2 667 7026
-	-	Ms. Kanyawarat SITTHIKUNPANIT Program Coordinator	Email: kanyawarat@rocbap.org Tel: +66 2 667 5921

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 2021/22



May 2023

CONTENTS

Foreword and Acknowledgements	3
Executive Summary	4-5
1. Introduction	6
2. Summation and Analysis of the Survey 2022	6
2.1 Response to the Survey 2022	6-8
2.2 Follow-up actions taken	8-10
2.3 Application of lessons learnt from the workshops	10-11
2.4 Realization of direct effects	11-14
2.5 Improvement in work efficiency and effectiveness	14-15
2.6 Initiation of modernization projects	16-18
3. Conclusion	19
(Appendix 1) ROCB A/P Questionnaire on the Follow-Up Actions taken after the participation in the WCO Regional Workshop	
(Appendix 2) Abbreviations of the Member administrations	

Foreword and Acknowledgments

After struggling with challenges and difficulties of capacity building activities last FY, ROCB A/P, as a leading Capacity Building Office, is getting more confident and experienced this FY under the 'new normal'. Considering the global pandemic, Customs functions have been further expected to address to the evolving environment. In this connection, 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 ROCB A/P observes the high demand as well as high expectation from our Members for our office as an supporting on implementing organization.

With the target of providing high-quality capacity building programs, ROCB A/P has attached great attention to the follow-up action after the workshop has ended to evaluate whether the knowledge obtained from the WCO Workshops can strengthen their skills and capacities in performing the 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 2021/2022' has been published and distributed for our Members. My message here is that ROCB A/P as a workshop provider, would like to work with the efforts of our Members.

ROCB A/P would like to express our appreciation to Members' continued support and active participation of 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 ROCB A/P



Executive Summary

In the FY 2021/22 (July 2021 – June 2022), the ROCB A/P organized a total of 4 regional/sub-regional workshops in which 4 workshops were subjected to the eighth round of the “Survey on the Follow-up Actions taken after the Participation in the WCO Regional/Sub-regional Workshop” being conducted 6 months after the respective workshops (hereinafter referred to as “the Survey 2022”). The total number of WS has been reduced as compared to the previous FY year.

The total no. of replies to the Survey 2022 is 32. The rate of overall reply increases to 56% (38% in 2021). However, the rate of reply received from the participants of sub-regional workshops is around 80%. It is a clear indication of strong commitment by the sub-regional members and a recognized result of the capacity building effort in addressing sub-regional issues.

The Survey 2022 reveals that the most common follow-up actions are sharing/circulation of training materials with colleagues (24) and submission of reports to superiors (13) and organizing in-house workshop (12). The result is quite the same as last year survey that these top two actions are the most common follow-up options for the participants, while this year organizing in-house workshop is the third common action instead of making recommendation.

There are proven correlations between follow-up actions and realization of direct effects as well as initiation of new projects. 91% of the respective respondents realized positive effects from circulating/sharing training materials and organizing in-house workshop, while 78% of whom initiated new projects attributed it to the submission of workshop reports and recommendations made to senior officials. The findings provide a convincing proof that taking timely and immediate follow-up actions after joining the WCO workshops will assist Member administrations to realize the potential contributions to their national development objectives. These follow-up actions can be as simple as writing reports or more intensive like organizing in-house workshops.

The ROCB A/P endeavors to delivering high-quality regional capacity building programs and always encourages the workshop participants to synchronize the knowledge

learnt from the WCO workshops with the Customs modifications carrying out in their home administrations.

In this regard, the ROCB A/P recommends Members to mandate a workshop report for their representatives of WCO workshops to ensure the acquired knowledge and its values are properly recorded and reported to the management for consideration of further organizational development.

1. Introduction

In 2015, the ROCB A/P initiated to conduct a “Survey on the Follow-Up Actions taken after the Participation in the WCO Regional/Sub-regional Workshop (the Survey)” for all regional/sub-regional workshops organized in the A/P region. Six months after each workshop, all participants will receive a questionnaire (Appendix I) from the ROCB A/P to collect pertinent information on the follow-up actions that the workshop participants had taken at their respective home administrations.

In this regard, the survey does not intend to criticize any reporting or recommendations made by the workshop participants. It actually aims to take a snapshot of the impact that the capacity building programs have on the performance of the regional Member administrations in terms of work efficiency and effectiveness as well as organizational development. It is also expected that the Survey will remind workshop participants of their expected roles and encourage them to continuously utilize the skills and knowledge acquired, wherever possible after the respective regional/sub-regional capacity building programs.

2. Summation and Analysis of the Survey 2022

2.1 Response to the Survey 2022

In the FY 2021/22, the ROCB A/P organized a total of 4 Regional/Sub-regional workshops, excluding the accreditation workshops and HQs Project based workshops. 4 of which were subjected to the eighth round of the Survey (hereinafter referred to as “the Survey 2022”). The ROCB A/P circulated the questionnaires to all workshop participants approximately 6 months after the respective Regional/Sub-regional workshops and collected the replies in 3 weeks.

ROCB A/P Annual Report 2022/2023

Among the 4 subjected workshops, 1 were specially designed for sub-regional Members and others were for regional workshop. The total number of replies to the Survey 2022 is 32. The rate of overall reply increases to 56% (38% in 2021). However, the rate of reply received from the participants of sub-regional workshops is around 80%. It is regarded as an indication of strong commitment by the sub-regional members and a recognized result of the capacity building effort in addressing sub-regional issues. Summary of the number of replies is shown in Table 1.

ROCB A/P is always committed to coordinate and organize capacity building programs and activities for A/P Members. We have faith in that Members can strengthen their skills and capacities by applying the lessons learnt from the WCO workshops into their daily operations and disseminating the pertinent information to the right parties in their organizations for Customs modernization. In this regard, the ROCB A/P takes every possible opportunity to give explanations about the objectives and findings of the Survey, especially at the regional/sub-regional workshops. Furthermore, in an attempt to collect more replies to the Survey, the ROCB A/P sends reminding messages to all workshop participants as the due date comes closer. With a view to further encouraging workshop participants' continued engagement to the reform and modernization based on the lessons learnt from the respective workshops and stimulating their interests in the follow-up actions taken by other workshop participants, the ROCB A/P provides them with the feedbacks regardless of whether they reply nor not. This initiative helps to get additional inputs to the Survey even after the due date for the reply. In fact, more and more regional Members recognize the exemplifying follow-up actions and practical examples conducted by the workshop participants since the publication of the first Survey.

(Table 1) Numbers of replies to the Survey 2022

WCO Regional/Sub-regional Workshops		No. of participated administrations	No. of replies
(1)	WCO Sub-regional Workshop on Data Analytics for Pacific Islands (June 2022)	5	4
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	21	15
(3)	WCO Regional Workshop on Railway (May 2022)	14	4
(4)	WCO Regional Workshop on Training Management (May 2022)	17	9
Sub-total of Sub-Regional Workshops		5	4 (80%)
Sub-total of Regional Workshops		52	28 (54%)
Total		57	32 (56%)

2.2 Follow-up actions taken

(Table 2) shows the number of different specific follow-up actions taken by the respondents after the 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)	4	2	1	2	0	3
(2)	8	5	3	6	3	2
(3)	4	4	2	1	1	0
(4)	8	2	4	3	3	0
Total	24	13	10	12	7	5

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

The Survey reveals the ranking of the common follow-up actions is (1) circulate/share the distributed training materials with their colleagues in the relevant departments/divisions, (2) submit reports to their management, and (3) organize in-house workshop.

“Others” includes outreaching activities as well as sharing the materials in domestic training programs, conducting self-assessment of the current working environment, which may contribute to the amendment of relevant laws and regulations so as to align with the learned good practices. Some of these prominent follow-up actions taken are as follows:

- An ad-hoc committee for making transposition of HS version was formed by including the officers who attended the Workshop. The committee arranged 4 meetings where we shared our knowledge acquired from the workshop. Finally, the committee produced a comprehensive report to make necessary amendment or addition in legislation for accommodating HS 2022 version (Bangladesh- WCO Regional Workshop on HS 2022)
- Began a data warehouse once I learnt the benefits (Fiji- WCO Regional Workshop on Railway)

2.2.1 Share training materials

24 respondents (75%) shared the training materials with their colleagues when they back to office as ROCB A/P at all times emphasizes the importance and advantages of sharing among Members. As the programs of the WCO workshops were designed for providing food-for-thought for organizational reform and modernization, along with the exchange of good practices, it is appreciated that participants did not withhold the learned knowledge and skills by themselves and were more willing to share with their coworkers. It is also worth mentioning that more and more participants are using intranet or common drive as a means to share training materials. The seamless communication between units/departments helps staff to get 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 to ensure the knowledge acquired is properly recorded and brought the agenda up for management's attention. In the FY 2021/2022, 13 respondents (41%) had submitted reports to their seniors and took responsibility in 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 initiation of new projects. Indeed, 10 (31%) out of 32 replies who made recommendations to management had resulted in 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

12 (38%) out of 32 replies that in-house workshops had been organized after the workshops. The survey reveals and confirms that the knowledge as well as other countries' good practices obtained from the WCO Regional/Sub-regional Ws would be introduced in Members' domestic training programs and definitely reinforced 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 take a snapshot of the impact that the capacity building programs have on the performance of the regional Member administrations in terms of work efficiency and effectiveness and organizational development. Respondents were asked to reveal how they immediately applied the learned knowledge to improve their operational performance. In general, it can be categorized into 2 aspects by its objectives and effects: namely (a) operational improvement; and (b) strategic empowerment. Below are some exemplifying follow-up actions taken:

(a) Operational improvement

- I'm stating off with a data warehouse, Improve data management log safety data in similar category (Fiji- WCO Sub-regional WS on Data Analytics)
- In the Workshop on Railway participants would have gained insights into current issues affecting the railway industry in line with the WCO Railway Guidelines, learned about best practices in rail transport and logistics, and gained a deeper understanding of customs procedures related to rail transport. Participants may have also had the opportunity to network with other professionals in the industry and develop new collaborations and partnerships. All of these can be utilized by administrations to improve their operations, increase efficiency, and enhance the overall quality of the services. (Mongolia- WCO Regional WS on Railway)
- To conduct the domestic or international training course by using internet. / Selecting or combining format of workshops (in-person, online and hybrid) by considering pros and cons of respective style. (Japan- WCO Regional WS on Training Management)

(b) Strategic empowerment

- The HS 2022 amendment is fully implemented by our administration (Mongolia- WCO Regional WS on HS 2022 Implementation)
- Absolutely yes, Thai Customs prepare the systems for multimodal transportation. (Thailand- WCO Regional WS on Railway)
- The workshop brought forward ideas and way forward on how to improve training approach with Customs Officers especially frontline Officers and assist us to utilize DCIR Officers to achieve the Departments objectives. (Vanuatu- WCO Regional WS on Training Management)

2.4 Realization of direct effects

2.4.1 Direct effects obtained from the WCO workshops

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

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

WCO Regional/Sub-regional Workshops		Total No. of replies	Yes	No
(1)	WCO Sub-regional Workshop on Data Analytics for Pacific Islands (June 2022)	4	1	3
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	15	5	5
(3)	WCO Regional Workshop on Railway (May 2022)	4	2	2
(4)	WCO Regional Workshop on Training Management (May 2022)	9	3	5
Total		32	11	15

34% of respondents who had observed direct effects after participating the workshops agreed applying the lessons learnt at the managerial and operational levels brought about the positive effects, while another 47% revealed no observed direct impact for the time being or yet to realize, especially for those strategic projects carried out at the borders.

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

- An improvement on how my team analyze data and the methodology to investigate more to ensure the accuracy of the analysis before any decision is made. (Samoa- WCO Sub-regional Workshop on Data Analytics)
- There are changes in the way of monitoring goods that are subject to the provisions of the restrictions and prohibitions on imports and exports that classification has been amended. (Indonesia- WCO Regional Workshop on HS 2022 Implementation)
- Provide inputs in the report of study on the status of transportation by rail by GDCE (Cambodia- WCO Regional Workshop on Railway)
- The application of competency-based training strategy has improved the training programs of HKCC. With the use of the principles and criteria in training needs analysis acquired from the Workshop, trainees' needs could be better addressed, leading to higher training quality. (Hong Kong- WCO Regional Workshop on Training Management)

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

An analysis on the correlation between realization of direct effects and follow-up actions taken, i.e. share materials and organize in-house workshops, was conducted and the findings are shown in Table 4. We can find the correlations between direct effects realized and individual follow-up action increased respectively (65% in 2021 decreased to 43% in 2022 for sharing materials while 67% in 2021 decreased to 33% in 2022 for organizing in-house workshops), 91% (84% in 2021) of respondents who realized direct effects had shared workshop materials with relevant colleagues and/or organized in-house workshops. Undoubtedly, sharing materials and steering in-house training are still regarded as the most effective way to disseminate the pertinent information, including the other Members' good practices, to colleagues and discuss the 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 Data Analytics for Pacific Islands (June 2022)	<u>WS</u> , FJ, PG	PG, FJ	WS
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	<u>ID</u> , <u>MN</u> , PK, PH, TH, <u>TL</u> , <u>VU</u> , VN	MU, PK, TH, <u>TL</u> , VN, <u>VU</u>	BD, ID, MN, TL, VU
(3)	WCO Regional Workshop on Railway (May 2022)	<u>BD</u> , TH, <u>KH</u> , LA	<u>BD</u>	BD, KH
(4)	WCO Regional Workshop on Training Management (May 2022)	BD, BT, <u>HK</u> , ID, JP, NZ, <u>PK</u> , <u>VA</u>	BD, NZ, <u>VA</u>	HK, PK, VA
Total		23	12	11
Numbers and percentage of respective actions presumably led to realizing direct effects		10 (43%)	4 (33%)	-
Number and percentage presumably attributed to sharing materials and/or in-house workshops				10 (91%)

(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 and 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 attaches great effort to provide 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 the Survey 2022, respondents were asked whether or not the WCO workshops had contributed to improve work efficiency and effectiveness in their home administrations. Among the 32 replies to this question, 81% agreed the lessons learnt from the workshops had positive advancement to their work (please see Table 5).

(Table 5) Improvement in work efficiency and effectiveness

WCO Sub-/Regional Workshops		Total no. of replies	Yes	No
(1)	WCO Sub-regional Workshop on Data Analytics for Pacific Islands (June 2022)	4	3	1
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	15	10	0
(3)	WCO Regional Workshop on Railway (May 2022)	4	4	0
(4)	WCO Regional Workshop on Training Management (May 2022)	9	9	0
Total		32	26(81%)	1

Some good examples of work improvement are listed as below:

- Yes, since the Harmonized system, specifically the HS 2022 version is a uniform nomenclature that is currently being utilized by all member countries. As such, knowledge of the latest updates and its amendments are necessary to ensure effectiveness and efficiency in performing tasks relating to customs tariff classification. (Philippines- WCO Regional Workshop on HS 2022 Implementation)

- It will be a steppingstone for us to enhance our regulation and administration as there is recently railway operation in Laos. We have been going for overseas field visits for the improvement of the operation in Laos. (Laos- WCO Regional Workshop on Railway)
- Workshop has contributed in improving the efficiency and effectiveness of analytical skills and the accuracy of analyzed data. (Samoa- WCO Sub-Regional Workshop on Data Analytics)
- Gives us an increased awareness of how other administrations in the Asia Pacific are tackling the changes and challenges faced over the last few years. (New Zealand- WCO Sub-Regional Workshop on Training Management)

2.6 Initiation of modernization projects

2.6.1 Development of new projects

The last question of the questionnaire is the initiation of new modernization projects. The capacity building programs organized by the WCO are not only aiming to enhance the effectiveness and efficiency of Customs performance, but also providing Members with abundant food-for-thought for the development of reform and modernization initiatives. In this context, the ROCB A/P does not have an exclusive definition on “modernization projects” for Members. These projects can be an institutional engagement work towards future enhancement of the current systems or programs with short/mid-term projections. Among 32 of respondents, 28% were enlightened 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 shows the details of the result.

(Table 6) Initiation of new modernization projects

WCO Sub-/Regional Workshops		Total no. of replies	Yes	No
(1)	WCO Sub-regional Workshop on Data Analytics for Pacific Islands (June 2022)	4	1	3
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	15	3	7
(3)	WCO Regional Workshop on Railway (May 2022)	4	1	3
(4)	WCO Regional Workshop on Training Management (May 2022)	9	4	5
Total		32	9 (28%)	18 (58%)

Below are some of the modernization projects newly initiated or enhanced on-going projects:

- Update to the national goods classification system and national single window system. (Indonesia- WCO Regional Workshop on HS 2022 Implementation)
- Nong Khai Customs Office has been revised legal for railway transportation and offer to the Director general. (Thailand- WCO Regional Workshop on Railway)
- Yes, there are more talks on managing all these databases in the Administration. The Administration now understands the importance of data management and analytical data used for informed decision making. However, issues faced is due to lack of skilled staff, insufficient resources and funding constraints that actions are not taken. (Papua New Guinea- WCO Sub-Regional Workshop on Data Analytics)
- Pakistan Single Window is a project Pakistan Customs is constantly working on and recently Rules have also been drafted under PSW Act as per WCO guidelines. Apart from that there is constant development in WeBoC i.e Web Based One Customs. (Pakistan- WCO Sub-Regional Workshop on Training Management)

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

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

As a matter of fact, the ROCB A/P found there is a correlation between initiation of new projects and application of knowledge acquired from the WCO workshops. The analysis finding shows that the detailed mission reports and/or specific recommendations made by the workshop participants, who had in-depth understanding of the perceived gaps in their operation against that of the learned international standards or good practices of other Members, contributed to the enhancement of the existing practices or initiation of new programs in their home administrations. 78% of the answered believed the new reform or advancement were attributed to the submission of mission reports and/or respective recommendations made to the senior officials (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 Data Analytics for Pacific Islands (June 2022)	WS, <u>PG</u>	<u>PG</u>	WS PG
(2)	WCO Regional Workshop on HS 2022 Implementation (November 2021)	<u>ID</u> , HK, PK, <u>TL</u> , VN	PK, PH, <u>TL</u>	ID, TL, VU
(3)	WCO Regional Workshop on Railway (May 2022)	BD, <u>TH</u> , KH, LA	BD, <u>TH</u>	TH
(4)	WCO Regional Workshop on Training Management (May 2022)	BT, JP	BT, <u>ID</u> , PK, <u>VA</u>	HK, ID, PK, VA

ROCB A/P Annual Report 2022/2023

Total	13	10	9
Numbers and percentage of respective actions presumably led to initiating new projects	4 (31%)	6 (60%)	--
Number and percentage presumably attributed to submitting reports and/or making specific recommendations	7 (78%)		

(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 and made specific recommendations are shown in bold in the column of initiated new projects.

3. Conclusion

Referred to the findings of Survey 2022, the ROCB A/P observes that most workshop participants shared the information and backed home what have learnt, submitted the report to their supervisors and organized the in-house training. It also reveals the WCO workshops did inspire the Member Administrations to initiate the new projects as well as improved efficiency of Members' work as well as organizational development. Furthermore, Members emphasized virtual workshops were one of the most valuable occasions for them to exchange views on the focus areas of the region even we facing connectivity problem and lower communication compared with ordinary face to face workshop.

In the next FY, the ROCB A/P is getting ready to organize face-to-face/hybrid capacity activities with our commitment to encourage Member representatives in the WCO workshops to optimize the value of the regional capacity building programs in their organizations, while evaluate the development progress and identify further technical assistance needs of Member administrations. This Report is expected to serve a useful reference point for our Members.

Strategic Action Plan 2022- 2024

For

WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P)

1. Vision

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

2. Mission

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

3. Strategic Action Plan

In accordance with the Terms of Reference of the ROCB A/P, as revised at the 23rd Regional Heads of Customs Administration Conference in May 2022, the ROCB A/P obliges to develop a Strategic Action Plan which includes vision and goals covering a period of two to five years. In order to ensure the close linkage and alignment with the A/P Regional Strategic Plan (RSP) for 2022-2024, most of the specific actions under this Strategic Action Plan refer to or quotes the relevant milestone actions of the RSP, which are categorized into the following four pillars of the ROCB activities:

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

In line with the A/P RSP 2022-2024, this ROCB A/P Strategic Action Plan also applies for 2-year term from July 2022 to June 2024.

ROCB A/P Strategic Action Plan (2022-2024)

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

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
a) Upon request, assist Member's effort in implementing risk management tools like the WCO Risk Management Compendium	1.1.1 – 1 st milestone	Number of implementing Members	At least 33/33 Members	30 June 2024
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN)	1.1.1 – 2 nd milestone	Number of Members	At least 27/33 Members	30 June 2024
c) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool	1.1.1 – 3 rd milestone	Number of Members	33/33 Members	30 June 2024
d) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program and sign up to SAFE FOS	1.1.2 – 1 st , 2 nd milestone	Number of Members	33/33 Members	30 June 2024
e) Upon request, assist Member's efforts in increasing AEO MRA among Members	1.1.2 – 3 rd milestone	Number of MRA	At least 28 MRA	30 June 2024
f) Upon request, assist Member's efforts in implementing trade recovery activities	1.1.2 – 4 th milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
g) Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC)	1.1.3 – 1 st milestone	Number of contracting Members	33/33 Members	30 June 2024
h) Upon request, assist Member's effort in implementing the WTO Trade Facilitation Agreement (TFA)	1.1.3 – 2 nd milestone	Number of implementing Members	At least 28/33 Members	30 June 2024

ROCB A/P Annual Report 2022/2023

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
i) Upon request, assist Member's effort for: (1) smooth implementation of HS 2022 (for CPs) (2) adoption of the HS (for non-CPs)	1.1.3 – 3 rd milestone	(1) Number of implementing Members (2) Number of new contracting Members	(1) At least 27 Members (2) 6 new contracting parties	30 June 2024
j) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation	1.1.3 – 4 th milestone	Number of implementing Members	At least 28/33 Members	30 June 2024
k) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines	1.1.3 – 5 th milestone	Number of Members	33/33 Members	30 June 2024
l) Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO)	1.1.3 – 6 th milestone	Number of Members	33/33 Members	30 June 2024
m) Upon request, assist Member's effort in implementing WCO Data Model	1.1.3 – 7 th milestone	Number of implementing Members	33/33 Members	30 Jun 2024
n) Upon request, assist Member in creating Special Economic Zones (SEZ) / Free Zones / Special Customs Zones (SCZ)	1.1.3 – 8 th milestone	Number of implementing Members	At least 5 Members per year	30 June 2024
o) Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief	1.1.3 – 9 th milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
p) Upon request, assist Member's effort in implementing the WTO Valuation Agreement	1.1.3 – 10 th milestone	Number of contracting Members	33/33 Members	30 June 2024
q) Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme	1.1.3 – 11 th milestone	Number of Members	33/33 Members	30 June 2024
r) Work with Vice Chair and Members to promote E-commerce tools and adoption of E-commerce FoS	1.1.3 – 12 th milestone	Number of Members	At least 20/33 Members	30 June 2024
s) Upon request, assist Member's effort in promoting cooperation and coordination for	1.2.1 – 1 st , 3 rd to 4 th milestones	Number of Members	33/33 Members	30 June 2024

ROCB A/P Annual Report 2022/2023

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
Coordinated Border Management (CBM)				
t) Upon request, assist Members' effort in implementing Single Window	1.2.1 – 2 nd milestones	Number of operating SW	33/33 Members	30 June 2024
u) Work with Vice Chair and Members to enhance Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects	1.2.2 – 1 st milestones	Number of experiences sharing	At least 11/33 Members	30 June 2024
v) Work with RILO A/P to evaluate seizures data on CEN	2.1.1 – 1 st milestone	Publish evaluation report	Once a year	30 June 2024
w) Upon request, assist Members to increase seizure data inputs into CEN	2.1.1 – 2 nd milestone	Number of members who have participating in inputting CEN data	25/33 Members	30 June 2024
x) Upon request, assist Members to establish information exchange arrangement	2.1.1 – 3 rd milestone	Number of Members who have entered into info exchange arrangement	23/33 Members	30 June 2024
y) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers	2.1.1 – 4 th milestone	Number of Members who accepted WCO Recommendation concerning the use of API and PNR	At least 27/33 Members	30 June 2024
z) Upon request, assist Members to raise awareness of PFCWG	2.1.1 – 5 th milestone	Number of Cruise Ships activities in AP region	Once per year	30 June 2024
aa) Work with RILO A/P to identify Members' intelligence and enforcement needs	2.2.1 – 1 st milestone	Number of survey conducted	Once per year	30 June 2024
bb) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness of IPR issues	2.2.2 – 4 th milestone	Number of discussions in meetings in A/P region	At least once per year	30 June 2024
cc) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife)	2.2.2 – 5 th milestone	Number of activities conducted in A/P region	At least twice per year	30 June 2024
dd) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with	2.2.2 – 3 rd , 6 th milestone	Number of activities conducted in A/P region	At least once per year	30 June 2024

ROCB A/P Annual Report 2022/2023

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
terrorists' threats				
ee) Work with Vice Chair, RILO A/P and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP))	2.2.2 – 1 st - 2 nd milestone	Number of discussions in meetings conducted in A/P region	At least once per year	30 June 2024
ff) Work with Vice Chair, RILO A/P and Members to promote the use of NII	2.2.3 – 1 st - 3 rd milestone	(1) Number of Members (2) publish evaluation report (3) Number of Members sharing	(1) 25/33 Members (2) once per year (3) At least 5 Members per year	30 June 2024
gg) Upon request, assist Members in promoting the information sharing on data analytic tools such as machine learning	3.1.2 – 4 th milestone	Number of sharing experience	At least 2 Members	30 June 2024
hh) Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA)	3.2.2 – 1 st milestone	Number of CB activities undertaken	At least 3 times per year	30 June 2024
ii) Work with RILO A/P to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)	3.2.2 – 2 nd milestone	Number of CB activities undertaken	At least 3 times per year	30 June 2024
jj) Upon request, undertake leadership and management training programs	3.2.3 – 1 st milestone	Number of activities	At least once per year	30 June 2024
kk) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools	3.2.3 – 2 nd milestones	Number of implementing Members	33/33 Members	30 June 2024

ROCB A/P Annual Report 2022/2023

2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners	1.2.3 – 1 st milestone	Number of reports/exchanges of information	At least twice per year	30 June 2024
b) Promote joint activities with international and regional development partners	3.1.1 – 3 rd milestone	Number of activities	At least twice per year	30 June 2024

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

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers	3.1.1 – 2 nd milestone	Number of exchanging knowledge and materials	At least twice per year	30 June 2024
b) Pool, utilize, support and increase accredited experts in the region based on the framework	3.1.2 – 1 st milestone	Number of experts utilized	Use of accredited experts for at least one half of the requested missions	30 June 2024
c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts	3.1.2 – 2 nd milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
d) Work with developed Members to ensure their contribution to the regional capacity building activities	3.1.2 – 3 rd milestone	Number of contributions	Meet at least 75% of the ROCB requests	30 June 2024

ROCB A/P Annual Report 2022/2023

e) Work with Vice Chair and Members to promote full and effective participation of women in international fora and trainings	3.1.3 – 1 st and 2 nd milestone	(1) Number of women participations for workshops (2) Women participation for international fora	(1) At least 25% of the participations (2) At least 20% annual growth of female Head of delegation at international forums.	30 June 2024
f) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation	3.2.1 – 1 st milestone	Number of surveys conducted	At least once per year	30 June 2024
g) Develop and conduct capacity building activities paying due attention to the needs and priorities identified	3.2.1 – 2 nd milestone	Number of CB activities	At least once per year	30 June 2024
h) Work with the WCO Secretariat and Members to evaluate the regional capacity building program	3.2.1 – 3 rd milestone	Results of participants' evaluation	At least average of 4 out of 5	30 June 2024
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities	3.2.1 – 4 th milestone	Number of post action undertaken	At least once per year	30 June 2024
j) Work with Members to evaluate the impact of capacity building activities through follow-up surveys	3.2.1 – 5 th milestone	Number of tangible results realized by Members	At least 10 success stories	30 June 2024
k) Work with Vice Chair and Members to support Customs Administrations of SIEs to meet their development goals, capacity building needs and international obligations	3.3.1 – 1 st to 3 rd milestones	(1) Number of expert exchanges (2) Number of Members sharing their experiences (3) Workshops conducted	(1) At least once per year (2) At least 5 Members per year (3) At least twice per year	30 June 2024
l) Further strengthen cooperation among the Regional Entities (ex. RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region	ROCB A/P specific action (not mentioned in the RSP)	Number of activities	At least once per year	30 June 2024

ROCB A/P Annual Report 2022/2023

4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
a) Work with Vice Chair, RILO A/P and Members to share experiences on capacity building activities on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters)	3.1.1 – 1 st milestone	Number of sharing experiences	At least twice per year	30 June 2024
b) Work with Vice Chair, RILO A/O and Members to raise awareness of the importance of high-level commitment in the pertinent strategic issues	3.4.1 – 1 st milestone	Number of high-level dialogues	At least once every 2 years	30 June 2024
c) Work with Vice Chair, Members and RTCs to share good practices and forward-thinking work via regional communication tools	ROCB A/P specific action (not mentioned in the RSP)	Number of items shared	At least once per quarter	30 June 2024

ROCB A/P Annual Work Plan (2022-2023)

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

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Upon request, assist Member's effort in implementing risk management tools like the WCO Risk Management Compendium (RSP 1.1.1 – 1 st milestone)	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on risk management (See also 1-(b), (dd), (gg), (hh) and 3-(k)) ➤ Organize a regional workshop on risk management (See also 1-(b), (dd), (gg) and (hh)) ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(b), (c), (dd), (gg), (hh) and 3-(k)) ➤ Conduct national workshops on risk management for Indonesia, and Sri Lanka (See also 1- (b), (c), (dd), (gg) and (hh)) 	Number of implementing Members
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN) (RSP 1.1.1 – 2 nd milestone)	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on risk management (See also 1-(b), (c), (dd), (gg) and (hh)) ➤ Organize a regional workshop on nCEN (See also 1- (v), (w), (x), (aa) and (gg)) ➤ Organize a regional workshop on risk management (See also 1-(a), (dd), (gg) and (hh)) ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(b), (c), (dd), (gg), (hh) and 	Number of Members

	<p>3-(k))</p> <ul style="list-style-type: none"> ➤ Conduct national workshops on Data Analytics for Indonesia, Maldives and Vietnam (See also 1- (c), (dd), (gg) and (hh)) ➤ Conduct national workshops on risk management for Indonesia, and Sri Lanka (See also 1- (a), (c), (dd), (gg) and (hh)) ➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1- (v), (y), (dd), (gg), (ee) and 3-(k)) 	
c) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool (<i>RSP 1.1.1 - 3rd milestone</i>)	<ul style="list-style-type: none"> ➤ Conduct a sub-national workshop on HS for ASEAN (See also 1-(i) and (j)) ➤ Conduct a sub-rational workshop on Valuation for ASEAN (See also 1-(i) and (j)) ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(a), (b), (dd), (gg), (hh) and 3-(k)) ➤ Conduct national workshops on Data Analytics for Indonesia, Maldives and Vietnam (See also 1- (b), (dd), (gg) and (hh)) ➤ Conduct national workshops on Valuation for Bangladesh, Bhutan, Nepal and Timor-Leste (See also 1- (i), (j) and (P)) ➤ Conduct a national workshop on Revenue Package Diagnostic on HS for Timor-Leste (See also 1-(i), (j), 3-(k)) 	Number of Members
d) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program and sign up to SAFE FOS	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on AEO (See also 1-(e), (u), (dd),(hh) and 3-(b)) ➤ Conduct sub-regional workshops on AEO for ASEAN (See 	Number of Members

(RSP 1.1.2 – 1 st -2 nd milestone)	<p>also 1-(u), (dd), and (hh))</p> <ul style="list-style-type: none"> ➤ Conduct national workshops on SAFE for Afghanistan (See also 1-(dd) and (hh)) ➤ Conduct national workshops on AEO/Compliant Trader Programme for Malaysia (See also 1-(e), (u), (dd) and (hh)) 	
<p>e) Upon request, assist Member's efforts in increasing AEO MRA among Members</p> <p>(RSP 1.1.2 – 3rd milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on AEO (See also 1-(e), (u), (dd), and (hh)) ➤ Conduct sub-regional workshops on AEO for ASEAN (See also 1-(d), (u), (dd), and (hh)) ➤ Conduct national workshops on AEO/Compliant Trader Programme for Malaysia (See also 1-(d), (u), (dd) and (hh)) 	Number of Members MRA
<p>f) Upon request, assist Member's efforts in implementing trade recovery activities</p> <p>(RSP 1.1.2 – 4th milestone)</p>	<ul style="list-style-type: none"> ➤ Upon request, provide the assistance in implementing trade recovery activities 	Number of implementing Members
<p>g) Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC)</p> <p>(RSP 1.1.3 – 1st milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on the RKC ➤ Conduct a national workshop on the implementation of the RKC for Afghanistan and Tonga (See also 3-(k)) 	Number of contracting Members
<p>h) Upon request, assist Member's effort in implementing the WTO Trade Facilitation Agreement (TFA)</p> <p>(RSP 1.1.3 – 2nd milestone)</p>	<ul style="list-style-type: none"> ➤ Organize sub-regional workshops on PCA for South Asia, ASEAN and Pacific Island members (See also 1-(q) and 3-(k)) ➤ Conduct national workshops on TFA for Lao PDR, Mongolia, Fiji and Vietnam (See also 1-(hh)) ➤ Conduct a national workshop on Post Clearance Audit (PCA) for Bhutan, Mongolia, Myanmar and Sri Lanka (See also 1-(q)) 	Number of implementing Members

	<ul style="list-style-type: none"> ➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(k) and 3-(k)) ➤ Conduct a national workshop on CBM for Bangladesh, Nepal and Thailand ((See also 1-(s)) ➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(hh)) 	
i) Upon request, assist Member's effort for: (1) smooth implementation of HS 2022 (for CPs) (2) adoption of the HS (for non-CPs) <i>(RSP 1.1.3 – 3rd milestone)</i>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on Customs Laboratory ➤ Organize a regional workshop on HS2022 implementation ➤ Organize a sub-regional workshop on ROO for ASEAN (See also 1-(l)) ➤ Conduct a sub-national workshop on HS for ASEAN (See also 1-(c) and (j)) 	(1) Number of implementing Members (2) Number of new contracting Members
j) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation <i>(RSP 1.1.3 – 4th milestone)</i>	<ul style="list-style-type: none"> ➤ Conduct a sub-national workshop on Valuation for ASEAN (See also 1-(i), (j) and (p)) ➤ Organize a sub-regional workshop on MTP on HS and CV for Pacific workshop (See also (i), (j), (jj) and 3-(k)) ➤ Conduct a sub-regional workshop on Customs Laboratory for ASEAN Accreditation ➤ Conduct a national workshop on Revenue Package Diagnostic on HS for Timor-Leste (See also 1-(c), (p) and 3-(k)) ➤ Conduct a national workshop on HS for Cambodia ➤ Conduct national workshops on Valuation for Bangladesh, Bhutan, Nepal and Timor-Leste (See also 1-(c) and (p)) ➤ Conduct a national workshop on ROO for Iran Myanmar, PNG and Thailand (See also 1-(l)) ➤ Conduct a national workshop on Customs Laboratory for 	Number of implementing Members

ROCB A/P Annual Report 2022/2023

	Malaysia and Philippines	
k) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines (RSP 1.1.3 – 5 th milestone)	➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(h) and 3-(k))	Number of Members
l) Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO) (RSP 1.1.3 – 6 th milestone)	➤ Conduct a national workshop on ROO for Iran Myanmar, PNG and Thailand (See also 1-(j)) Organize a sub-regional workshop on ROO for ASEAN (See also 1-(j))	Number of Members
m) Upon request, assist Member's effort in implementing WCO Data Model (RSP 1.1.3 – 7 th milestone)	➤ Upon request, provide assistance for the implementation of WCO Data Model	Number of implementing Members
n) Upon request, assist Member in creating Special Economic Zones (SEZ) / Free Zones / Special Customs Zones (SCZ) (RSP 1.1.3 – 8 th milestone)	➤ Organize a regional workshop on Free Zone (See also 1-(ii))	Number of implementing Members
o) Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief (RSP 1.1.3 – 9 th milestone)	➤ Upon request, provide assistance for the implementation of the WCO Resolution on Natural Disaster Relief	Number of implementing Members
p) Upon request, assist Member's effort in implementing the WTO Valuation Agreement (RSP 1.1.3 – 10 th milestone)	➤ Conduct a sub-national workshop on Valuation for ASEAN (See also 1-(i), (j) and (p)) ➤ Conduct national workshops on Valuation for Bangladesh, Bhutan, Nepal and Timor-Leste (See also 1-(c), (i) and (j)) ➤ Conduct a national workshop on Revenue Package	Number of contracting Members

	Diagnostic on HS for Timor-Leste (See also 1-(c), (i), (j) and 3-(k))	
q) Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme (RSP 1.1.3 – 11 th milestone)	<ul style="list-style-type: none"> ➤ Conduct sub-regional workshops on PCA for South Asia, ASEAN and Pacific Island members (See also 1-(h) and 3-(k)) ➤ Conduct a national workshop on Post Clearance Audit (PCA) for Bhutan, Mongolia, Myanmar and Sri Lanka (See also 1-(h)) 	Number of Members
r) Work with Vice Chair and Members to promote E-commerce tools and adoption of E-commerce FoS (RSP 1.1.3 – 12 th milestone)	<ul style="list-style-type: none"> ➤ Organize a sub-regional workshop on e-commerce for ASEAN, South Asia and Pacific 	Number of Members
s) Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM) (RSP 1.2.1 – 1 st , 3 rd to 4 th milestones)	<ul style="list-style-type: none"> ➤ Conduct a national workshop on CBM for Bangladesh, Nepal and Thailand (See also 1-(h)) 	Number of Members
t) Upon request, assist Members' effort in implementing Single Window (RSP 1.2.1 – 2 nd milestone)	<ul style="list-style-type: none"> ➤ Upon request, provide assistance for the implementation of Single Window 	Number of operating SW
u) Work with Vice Chair and Members to enhance Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects (RSP 1.2.2 – 1 st milestone)	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on AEO (See also 1-(d), (e), (dd), and (hh)) ➤ Conduct sub-national workshops on AEO for ASEAN (See also 1-(d), (dd) and (hh)) ➤ Conduct national workshops on AEO/Compliant Trader Programme for Malaysia (See also 1-(d), (dd) and (hh)) 	Number of experiences sharing
v) Work with RILO A/P to evaluate seizures data	<ul style="list-style-type: none"> ➤ Organize a regional workshop on nCEN (See also 1- (b), (w), 	Publish evaluation

on CEN (RSP 2.1.1 – 1 st milestone)	(x), (aa) and (gg)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(w), (x) and (aa)) ➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(w), (x) and (aa))	report
w) Upon request, assist Members to increase seizure data inputs into CEN (RSP 2.1.1 – 2 nd milestone)	➤ Organize a regional workshop on nCEN (See also 1- (b), (v), (x), (aa) and (gg)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (x) and (aa)) ➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (x) and (aa))	Number of members who have participating in inputting CEN data
x) Upon request, assist Members to establish information exchange arrangement (RSP 2.1.1 – 3 rd milestone)	➤ Organize a regional workshop on nCEN (See also 1- (b), (v), (w), (aa) and (gg)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (w) and (aa)) ➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (w) and (aa))	Number of Members who have entered into info exchange arrangement
y) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers (RSP 2.1.1 – 4 th milestone)	➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (z), (dd), (ee), (gg) and 3-(k))	Number of Members who accepted WCO Recommendation concerning the use of API and PNR
z) Upon request, assist Members to raise awareness of PFCWG (RSP 2.1.1 – 5 th milestone)	➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (dd), (ee), (gg) and 3-(k))	Number of Cruise Ships activities in AP region

ROCB A/P Annual Report 2022/2023

<p>aa) Work with RILO A/P to identify Members' intelligence and enforcement needs</p> <p>(RSP 2.2.1)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on nCEN (See also 1- (b), (v), (w), (x) and (gg)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (w) and (x)) ➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (w) and (aa)) 	<p>Number of surveys conducted</p>
<p>bb) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness of IPR issues</p> <p>(RSP 2.2.2 - 4th milestone)</p>	<ul style="list-style-type: none"> ➤ Conduct national workshops on IPR for Lao PDR Vietnam, Philippines, PNG and India (See also 1-(ii)) 	<p>Number of discussions in meetings in A/P region</p>
<p>cc) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife)</p> <p>(RSP 2.2.2- 5th milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on Green Customs (see also 1-(ii)) 	<p>Number of activities conducted in A/P region</p>
<p>dd) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with terrorists' threats</p> <p>(RSP 2.2.2 - 3rd, 6th milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on K9 (See also 1-(ee) and (ii)) ➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (gg) and (hh)) ➤ Organize a regional workshop on Digital Forensics (See also 1-(ee) and (gg)) ➤ Organize a regional accreditation workshop on AEO (See also 1-(d), (e), (u), and (hh)) ➤ Organize a regional workshop on risk management (See also 1-(a), (b), (gg) and (hh)) ➤ Conduct sub-national workshops on AEO for ASEAN (See also 1-(d), (u) and (hh)) ➤ Organize sub-regional workshops on risk management for 	<p>Number of activities conducted in A/P region</p>

	<p>South Asia and Pacific (See also 1-(a), (b), (c), (gg), (hh) and 3-(k))</p> <ul style="list-style-type: none"> ➤ Conduct national workshops on Data Analytics for Indonesia, Maldives and Vietnam (See also 1- (b), (c), (gg) and (hh)) ➤ Conduct national workshops on SALW for Fiji (See also 1-(hh)) ➤ Conduct national workshops on SAFE for Afghanistan (See also 1-(d) and (hh)) ➤ Conduct a national workshop on NII for Iran (See also 1-(ff) and (hh)) ➤ Conduct national workshops on AEO/Compliant Trader Programme for Malaysia (See also 1-(d), (u) and (hh)) ➤ Conduct national workshops on risk management for Indonesia and Sri Lanka (See also 1-(a), (b), (c), (gg) and (hh)) ➤ Organize a national workshop on AML/CTF for Cambodia and Lao PDR (See also 1-(ii)) 	
<p>ee) Work with Vice Chair, RILO A/P and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP))</p> <p>(RSP 2.2.2 – 1st - 2nd milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on K9 (See also 1-(dd) and (ii)) ➤ Organize a regional workshop on Digital Forensics (See also 1-(dd) and (gg)) ➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (z), (dd), (gg) and 3-(k)) 	<p>Number of discussions in meetings conducted in A/P region</p>
<p>ff) Work with Vice Chair, RILO A/P and Members to promote the use of NII</p> <p>(RSP 2.2.3 1st – 3rd milestone)</p>	<ul style="list-style-type: none"> ➤ Conduct a national workshop on NII for Iran (See also 1-(dd) and (hh)) 	<p>(1) Number of Members</p> <p>(2) Publishing evaluation report</p> <p>(3) Number of</p>

		Members sharing
gg) Upon request, assist Members in promoting the information sharing on data analytic tools such as machine learning (RSP 3.1.2 – 4 th milestone)	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (dd), and (hh)) ➤ Organize a regional workshop on nCEN (See also 1- (b), (v), (w), (x) and (aa)) ➤ Organize a regional workshop on Digital Forensics (See also 1-(y) and (ee)) ➤ Organize a regional workshop on risk management (See also 1-(a), (b), (dd) and (hh)) ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(a), (b), (c), (dd), (hh) and 3-(k)) ➤ Conduct national workshops on Data Analytics for Indonesia, Maldives and Vietnam (See also 1- (b), (c), (dd) and (hh)) ➤ Conduct national workshops on risk management for Indonesia and Sri Lanka (See also 1-(a), (b), (c), (dd), and (hh)) ➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (z), (dd), (ee) and 3-(k)) 	Number of sharing experience
hh) Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA) (RSP 3.2.2 – 1 st milestone)	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on AEO (See also 1-(d), (e), (u), and (dd)) ➤ Organize a regional workshop on risk management (See also 1-(a), (b), (dd) and (gg)) ➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (dd), and (gg)) 	Number of CB activities undertaken

	<ul style="list-style-type: none"> ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(a), (b), (c), (dd), and (gg)) ➤ Conduct sub-national workshops on AEO for ASEAN (See also 1-(e), (u) and (dd)) ➤ Conduct national workshops on Data Analytics for Indonesia, Maldives and Vietnam (See also 1- (b), (c), (dd) and (gg)) ➤ Conduct national workshops on SALW for indi (See also 1-(dd)) ➤ Conduct national workshops on SAFE for Afghanistan (See also 1-(d) and (dd)) ➤ Conduct a national workshop on NII for Iran (See also 1-(dd) and (ff)) ➤ Conduct national workshops on AEO/Compliant Trader Programme for Malaysia (See also 1-(e), (u) and (dd)) ➤ Conduct national workshops on risk management for Indonesia and Sri Lanka (See also 1-(a), (b), (c), (dd), and (gg)) ➤ Conduct national workshops on WTO TFA for Lao PDR, Mongolia, Fiji and Vietnam (See also 1-(h)) ➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(h)) 	
<p>ii) Work with RILO A/P to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)</p> <p>(RSP 3.2.2 – 2nd milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on K9 (See also 1-(dd) and (ee)) ➤ Organize a regional workshop on Green Customs (See also 1-(cc)) ➤ Organize a sub-regional workshop on Free Zone for South Asia (See also 1-(n)) ➤ Conduct national workshops on IPR for Lao PDR Vietnam, 	<p>Number of CB activities undertaken</p>

	<p>Philippines, PNG and India (See also 1-(bb))</p> <ul style="list-style-type: none"> ➤ Organize a national workshop on AML/CTF for Cambodia and Lao PDR (See also 1-(dd)) ➤ Upon request, provide assistance on IPR issues (See also 1-(bb)) 	
<p>jj) Upon request, undertake leadership and management training programs (RSP 3.2.3 – 1st milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on MMD Training Programme Train-the-trainer (See also 3-(b)) ➤ Organize a regional accreditation workshop on Human Resource Development (See also 3-(b)) ➤ Organize a sub-regional workshop on MTP on HS and CV for Pacific workshop (See also (i), (j), (jj) and 3-(k)) ➤ Conduct national workshops on Leadership Development Management (LMD) for Maldives ➤ Conduct national workshops on Human Resource Management for Afghanistan Pakistan and PNG (See also 3-(a)) 	Number of activities
<p>kk) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools (RSP 3.2.3 – 2nd milestones)</p>	<ul style="list-style-type: none"> ➤ Organize a regional workshop on Integrity 	Number of implementing Members

ROCB A/P Annual Report 2022/2023

2. Further develop partnerships with development partners

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners (RSP 1.2.3)	➤ Continue strategic dialogues and cooperation with development partners through participation in the meetings and seminars organized by them	Number of reports/exchanges of information
b) Promote joint activities with international and regional development partners (RSP 3.1.1 – 3 rd milestone)	<ul style="list-style-type: none"> ➤ As appropriate, work with Vice Chair, continue to work with WB, ADB, UNEP and other interested development partners to conduct joint projects for reform and modernization of Member administrations and send experts for the joint projects ➤ Participate in sub-regional meetings organized by development partners to monitor and assist Members' efforts in reform and modernization 	Number of activities

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

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers (RSP 3.1.1 – 2 nd milestone)	<ul style="list-style-type: none"> ➤ Conduct national workshops on Human Resource Management for Afghanistan, Pakistan and PNG (See also 1-(jj) and (gg)) ➤ Organize 20th RTC Heads meeting on 2-3 Nov 2022 ➤ Encourage AP members to submit articles for ROCB AP E-Newsletter to share their best practice and experiences ➤ Organize the 2nd RCL Heads Meeting 	Number of exchanging knowledge and materials

<p>b) Pool, utilize, support and increase accredited experts in the region based on the framework (RSP 3.1.2 – 1st milestone)</p>	<ul style="list-style-type: none"> ➤ Organize a regional accreditation workshop on risk management (See also 1-(b), (dd), (gg) and (hh)) ➤ Organize a regional accreditation workshop on Human Resource Development (See also 1-(jj)) ➤ Organize a regional accreditation workshop on AEO (See also 1-(e), (u), (dd) and (hh)) ➤ Organize a regional workshop on MMD Training Programme Train-the-trainer (See also 3-(jj)) ➤ Organize a sub-regional workshop on MTP on HS and CV for Pacific workshop (See also (i), (j), (jj) and 3-(k)) 	<p>Number of experts utilized</p>
<p>c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts (RSP 3.1.2 – 2nd milestone)</p>	<ul style="list-style-type: none"> ➤ Take every possible opportunity to promote the WCO e-learning programs and CLiKC! platform in cooperation with the RTCs and accredited experts to support Members' continuous self-efforts for training of their personnel 	<p>Number of implementing Members</p>
<p>d) Work with developed Members to ensure their contribution to the regional capacity building activities (RSP 3.1.2 – 3rd milestone)</p>	<ul style="list-style-type: none"> ➤ Encourage developed Members and seek further contribution from them for the regional capacity building activities. ➤ Organize 20th RTC Heads meeting ➤ Organized the 2nd RCL Heads Meeting Invite AP members to submit articles for ROCB AP E-Newsletter to share their best practice and experiences 	<p>Number of contributions</p>
<p>e) Work with Vice Chair and Members to promote full and effective participation of women in international fora and trainings (RSP 3.1.3)</p>	<ul style="list-style-type: none"> ➤ Take every possible opportunity to promote full and effective participation of women in international fora and trainings ➤ Organize a regional workshop on Gender equality and diversity 	<p>Number of women participations</p>

f) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation (RSP 3.2.1 – 1 st milestone)	<ul style="list-style-type: none"> ➤ Conduct Annual Needs Survey to grip members needs of capacity building and share this result with the WCO Secretariat, VC and Asia Pacific members. ➤ Work with the WCO Secretariat, Member and development partners to plan, deliver and review capacity building activities paying due attention to the Members' needs and priorities. ➤ Conduct Regional Workshop Follow-Up Action Surveys and share findings with the WCO Secretariat, RTCs and Members as appropriate 	Number of surveys conducted
g) Develop and conduct capacity building activities paying due attention to the needs and priorities identified (RSP 3.2.1 – 2 nd milestone)		Number of CB activities
h) Work with the WCO Secretariat and Members to evaluate the regional capacity building program (RSP 3.2.1 – 3 rd milestone)		Results of participants' evaluation
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities (RSP 3.2.1 – 4 th milestone)		Number of post action undertaken
j) Work with Members to evaluate the impact of capacity building activities through follow-up surveys (RSP 3.2.1 – 5 th milestone)		Number of tangible results realized by Members

<p>k) Work with Vice Chair and Members to support Customs Administrations of SIEs to meet their development goals, capacity building needs and international obligations (RSP 3.3.1 – 1st to 3rd milestones)</p>	<ul style="list-style-type: none"> ➤ Organize a sub-regional workshop on PCA for South Asia, ASEAN and Pacific Islands Members (See also 1-(h) and (q)) ➤ Organize a sub-regional workshop on MTP on HS and CV for Pacific workshop (See also (i), (j) and (jj)) ➤ Organize sub-regional workshops on risk management for South Asia and Pacific (See also 1-(a), (b), (c), (dd), (gg) and (hh)) ➤ Conduct a national workshop on the implementation of the RKC for Afghanistan and Tonga (See also 3-(k)) ➤ Conduct a national workshop on Human Resource Management for Afghanistan, PNG (See also 1-(gg) and 3-(a)) ➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (v), (y), (z), (dd), (ee) and (gg)) ➤ Conduct a national workshop on Revenue Package Diagnostic on HS for Timor-Leste (See also 1-(d), (i) and (P)) ➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(h) and (k)) 	<p>(1) Number of expert exchanges (2) Number of Members sharing their experiences (3) Workshops conducted</p>
<p>l) Further strengthen cooperation among the Regional Training Centers (RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region (ROCB A/P specific action (not mentioned in the RSP))</p>	<ul style="list-style-type: none"> ➤ In cooperation with the Regional Vice Chair, convene a Meeting of Heads of RTC to further strengthen their network and devise regional strategy for the pooling and better use of the regional experts in capacity building activities ➤ Organize the 20th RTC Heads meeting ➤ Organize the 2nd RCL Heads meeting ➤ Attend RILO National Contact Point (NCP) meeting. ➤ Attend WCO Global Meeting of Regional Structures and Capacity Building Committee. 	<p>Number of activities</p>

4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Work with Members, Vice Chair and RILO A/P to share experiences on capacity building activities on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters) (RSP 3.1.1 – 1 st milestone)	<ul style="list-style-type: none"> ➤ Issue ROCB A/P e-newsletters every 3 months and include more information on Members' experiences in reform and modernization ➤ Maintain ROCB website and upload pertinent information in a timely manner to inform Members and stakeholders of the ROCB A/P's activities. 	Number of sharing experiences
b) Work with Vice Chair, RILO A/O and Members to raise awareness of the importance of high-level commitment in the pertinent strategic issues (RSP 3.4.1)	<ul style="list-style-type: none"> ➤ Continue to raise awareness of the importance of high-level commitment in the pertinent strategic issues through participation in the meetings and seminars ➤ Organize the 20th RTC Heads meeting ➤ Organize the 2nd RCL Heads meeting ➤ Attend Regional Contact Point meeting (RCP) ➤ Attend Regional Heads of Customs Administrative Conference (RHCA) ➤ Attend RILO National Contact Point (NCP) meeting. 	Number of high-level dialogues
c) Work with Members, Vice Chair and Regional Training Centers (RTCs) to share good practices and forward-thinking work via regional communication tools (ROCB A/P specific action (not mentioned in the RSP))	<ul style="list-style-type: none"> ➤ Assist Members, Vice Chair and the RTCs to share good practices by issuing a series of regional good practice reports on selected topics 	Number of items shared

Abbreviation

ABF	Australia Border Force
ACEs	Accredited Customs Experts
AI	Artificial Intelligence
AKMAL	Akademi Kastam Diraja Malaysia
A/P	Asia Pacific
ASEAN	Association of Southeast Asia Nations
CBM	Coordinated Border Management
CCF	Customs Cooperation Fund
CEN	Customs Enforcement Network
CIPS	Customs Integrity Perception Survey
CPTA	Cross-border Paperless Trade in Asia and the Pacific
COPEs	Customs Operational Practices for Enforcement and Seizures
CTI	Customs Training Institute
DG	Director General
EC	Enforcement Committee
EU	European Union
FA	Focus Area
FoS	Framework of Standards
FRCS	Fiji Revenue and Customs Service
GACC	General Administration of China Customs
GCI	Green Customs Initiatives
GED	Gender Equality and Diversity
HS	Harmonized System
INCB	International Narcotic Control Board
IoT	Internet of Things
IPR	Intellectual Property Right
ISC	Integrity Sub Committee
IWT	Illegal Wildlife Trade
JICA	Japan International Cooperation Agency
KCS	Korea Customs Service
KPI	Key Performance Indicator
MEAs	Multilateral Environmental Agreements
MOU	Memorandum of understanding
MTP	Master Trainer Program
NCP	National Contact Points
NZCS	New Zealand Customs Service
PCA	Post Clearance Audit
PDEA	Philippines Drug Enforcement Agency
RCL	Regional Customs Laboratory
RCP	Regional Contact Points
RCK	Revised Kyoto Convention
RDTC	Regional Dog Training Center
RHCA	Regional Heads of Customs Administration
RILO A/P	Asia Pacific Regional Intelligence Liaison Office

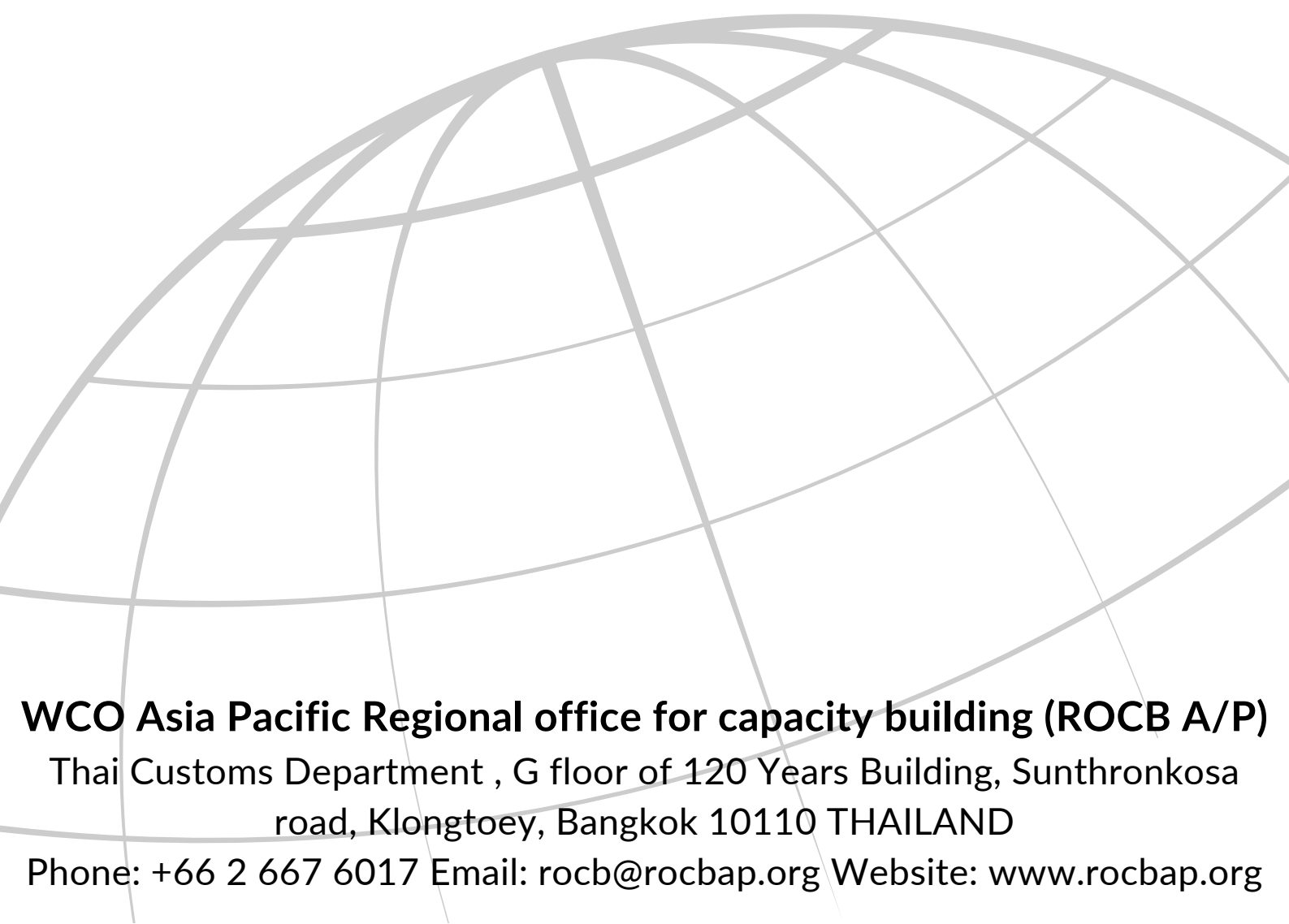
ROCB A/P Annual Report 2022/2023

RMC	Risk Management Compendium
ROCB	Regional Office for Capacity Building
ROCB A/P	Asia Pacific Regional Office for Capacity Building
RSP	Regional Strategic Plan
RTC	Regional Training Center
TCD	Thai Customs Department
TFA	Trade Facilitation Agreement
UPU	Universal Postal Union
UNEP	United Nations Environment Program
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNNEXT	United Nations Network of Experts for Paperless Trade and Transport
U.S.	United States
VC	Vice Chair
WCO	World Customs Organization
WTO	World Trade Organization
WWF	World Wild Fund for Nature



ROCB
Asia/Pacific

World Customs Organization



WCO Asia Pacific Regional office for capacity building (ROCB A/P)

Thai Customs Department , G floor of 120 Years Building, Sunthronkosa
road, Klongtoey, Bangkok 10110 THAILAND

Phone: +66 2 667 6017 Email: rocb@rocbap.org Website: www.rocbap.org