



ROCB A/P

WCO Asia Pacific Regional Office for Capacity Building

# Annual Report 2011/2012

“Enhanced Partnership with Development Partners”

September 2012



## Table of Contents

	<b>Page</b>
<b>Part 1</b>	
<b>Executive Summary</b>	<b>1-6</b>
<b>Part 2</b>	
<b>Activities of 2011/2012</b>	<b>7-30</b>
<b>1. Support implementation of the WCO SAFE FoS and Columbus Program</b>	<b>7-13</b>
i) Conduct diagnostic missions in cooperation with the WCO Secretariat	
ii) Support the development of the Strategic Action Plan	
iii) Support the implementation of the Action Plan	
<b>2. Further develop partnerships with development partners</b>	<b>13-18</b>
i) Regional Dialogue with development partners	
ii) Develop joint activities with development partners	
iii) Promote Customs role at various international forums	
<b>3. Enhance Technical and Management Assistance</b>	<b>19-28</b>
i) Coordinate and support CCF CB activities	
ii) Offer technical support for other non-CCF CB activities	
iii) Further enhance cooperation with RTCs	
iv) Strengthen IPR enforcement	
v) Organize Customs valuation and PCA workshops in response to members' need	
vi) Pool, utilize, support and increase regional experts	
vii) Promote use of WCO e-learning	
viii) Coordinate CB planning and delivery	
<b>4. Develop communication and coordination with members</b>	<b>28-29</b>
i) ROCB A/P e-Newsletters	
ii) ROCB A/P Website	
iii) Introduce regional good practices	
<b>5. Other activities</b>	<b>30</b>
i) WCO meetings	



<b><u>Part 3</u></b>	<b>ROCB A/P Work Plan for 2012/2013</b>	<b>31-32</b>
----------------------	---	--------------

<b><u>Part 4</u></b>	<b>ROCB A/P Audit</b>	<b>33</b>
----------------------	-----------------------	-----------

<b><u>(Annex)</u></b>	1	Number of Participants to the Regional Workshops
	2	ROCB A/P Strategic Action Plan (2012-2014)
	3	ROCB A/P Annual Work Plan (2012/2013)

## List of Acronyms

ACBPS	Australian Customs and Border Protection Service
ACE	Accredited Customs Expert
ADB	Asian Development Bank
AEO	Authorized Economic Operator
AKMAL	Royal Malaysian Customs Academy
AP	Asia Pacific
ARPEC	Asian Regional Partners Forum on Combating Environmental Crime
ASEAN	Association of South-East Asian Nations
CB	Capacity Building
CBCTC	Customs Border Control Training Center
CCF	Customs Cooperation Fund
CCF-Korea	Customs Cooperation Fund / Korea
CCF-Japan	Customs Cooperation Fund / Japan
CTI	Customs Training Institute
DG	Director General
FCTC	Fiji Customs Training Centre
FRCA	Fiji Revenue and Customs Authority
GTI	Greater Tumen Initiative
HS	Harmonized Commodity Description and Coding System
IFRC	International Federation of Red Cross and Red Crescent Societies
IPM Model	Interface Public Member Model
IPR	Intellectual Property Rights
JICA	Japan International Cooperation Agency
KCS	Korea Customs Service
NII	Non-Intrusive Inspection
ODS	Ozone Depleting Substances
PCA	Post Clearance Audit
RILO A/P	Asia Pacific Regional Intelligence Liaison Office
RKC	Revised Kyoto Convention
ROCB	Regional Office for Capacity Building
ROCB A/P	Asia Pacific Regional Office for Capacity Building
ROO	Rule of Origin
RSG	Regional Steering Group

RSP	Regional Strategic Plan
RTC	Regional Training Centre
SAFE FoS	SAFE Framework of Standards
TRIPs	Trade Related Aspects of Intellectual Property Rights
TRS	Time Release Study
UNEP	United Nations Environment Program
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
WCO	World Customs Organization
14 <sup>th</sup> RHCA Conference	14 <sup>th</sup> WCO Asia Pacific Regional Heads of Customs Administrations Conference

## **Part 1: Executive Summary**

### **1. Introduction**

The World Customs Organization (WCO) Asia Pacific Regional Office for Capacity Building (ROCB A/P) was formally established on 28 September 2004 following the approval from the Thai Government on 7 September 2004. It is located at the headquarters of the Thai Customs Department in Bangkok, Thailand. With the additional staff support from Thai Customs this year, there are now 8 full-time staff (as of 1 July 2012), 1 from China, 1 from Hong Kong China, 2 from Japan (including Head of the ROCB A/P), 1 from Korea and 3 from Thailand. In addition, the representatives from the Australian Customs and Border Protection Service (ACBPS) and New Zealand Customs Service based in Bangkok provide regular support and assistance to the ROCB A/P activities. Taking this opportunity, I would like to express our utmost appreciation to those above-mentioned customs administrations and to the Customs Cooperation Fund / Japan (CCF-Japan) which is the main sponsorship for the capacity building (CB) activities of ROCB A/P, as well as to the Customs Cooperation Fund / Korea (CCF-Korea) which offers financial support mainly for the Authorized Economic Operator (AEO) programs and activities in the Asia Pacific (AP) Region. I am also thankful for the continuous support from members for our CB activities.

CB includes activities which strengthen the knowledge, abilities, skills, and behavior of individuals and improves institutional structures and processes so that the organization can efficiently meet its missions and goals in a sustainable way. In Customs context, it embraces key factors, for instance, leadership, organizational structure, Customs procedures, technology, partnership/cooperation and good governance.

The 14<sup>th</sup> WCO Asia Pacific Regional Heads of Customs Administrations Conference (14<sup>th</sup> RHCA Conference) held in May 2012 adopted the Regional Strategic Plan (RSP) 2012-2014, which is applicable from July 2012 to June 2014 reflecting the WCO's fiscal year and the term of the new Vice Chair for the region. In line with this planning and reporting cycle, this annual report covers the ROCB A/P activities conducted from July 2011 to June 2012. During this period, the ROCB A/P, having due regard to the member needs and the WCO and regional priorities, has



conducted a wide range of effective CB activities under the four-pillar strategic framework.

From a strategic perspective, the ROCB A/P would perceive that 2011/2012 is a year of “enhanced partnership with development partners”, which was highlighted by our success for organizing the “WCO AP Regional Dialogue on Partnership for Customs Modernization” held in Bangkok, Thailand in May 2012. This event offered the valuable opportunity for our members and the development partners active in the AP region to deliberate as to how to work together to enhance partnership for Customs modernization. They also explored the feasibility of partnership programs at the national and sub-regional level.

In 2011/2012, the ROCB A/P organized a series of CB activities in response to the members’ needs with details as follows.

## **2. Summary of activities**

### **1) Support implementation of the WCO SAFE Framework of Standards (WCO SAFE FoS) and Columbus Program:**

As at July 2012, 25 members have completed the WCO SAFE FoS diagnosis and 17 members moved to Phase II of the Columbus Program and developed their action plans. It is noteworthy that the regional experts contributed significantly to both the diagnostic and action planning missions conducted.

Besides, the ROCB A/P, in cooperation with the WCO and Regional Training Centres (RTCs), organized a series of workshops to support the implementation of WCO SAFE FoS in 2011/2012. These included the regional workshops for intelligence management, non-intrusive inspection (NII) and AEO, national workshops on AEO for Fiji and Indonesia, and accreditation workshop for AEO experts.

### **2) Further develop partnership with development partners**

Support from development partners is essential for Customs reform and modernization. Hence, the ROCB A/P has been making every effort to enhance partnership with development partners. In 2011/2012, the ROCB A/P took a big leap

forward by organizing the “WCO AP Regional Dialogue on Partnership for Customs Modernization” held in Bangkok, Thailand in May 2012, which greatly promoted the cooperative opportunities between development partners and member administrations.

Apart from coordinating the support from development partners, the ROCB A/P, in close cooperation with development partners, also offered technical support to member administrations. In 2011/2012, the ROCB A/P, working with the Asia Development Bank (ADB), United Nations Environment Programme (UNEP), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Japan International Cooperation Agency (JICA) International Federation of Red Cross and Red Crescent Societies (IFRC) jointly organized several CB workshops in the AP Region, which covered the customs subjects on Time Release Study (TRS), the Amendments to the Harmonized Commodity Description and Coding System (HS) 2012 and Trade in Chemicals, and Customs Role in Natural Disaster Relief and Post Clearance Audit (PCA).

### **3) Enhance Technical and Management Assistance**

In 2011/2012, the ROCB A/P, in collaboration with RTCs and Vice Chair Office, organized 7 regional workshops, 2 sub-regional workshop and 11 national workshops under CCF-Japan and 2 regional workshops, 2 national workshops and 1 conference under CCF-Korea. These activities covered the Customs subjects, such as intellectual property rights (IPR), Rules of Origin (ROO), Revised Kyoto Convention (RKC), Customs valuation, intelligence management, partnership for Customs modernization, natural disaster relief, NII, PCA, TRS, AEO and HS. All these activities timely responded to the imperative concerns raised by members through the annual CB needs survey. To maximize the available regional resources for technical support, the ROCB A/P staff also acted as resource persons to share their expertise in 5 workshops / seminars organized by other work partners and member administrations.

With a view to developing a strategic approach for effective use of regional expertise for the regional CB program, the ROCB A/P undertook to devise a “Framework to Pool, Utilize, Support and Increase Accredited Customs Experts (ACE) in the Region” under the RSP 2010-2012. After drafting the Framework, the ROCB A/P conducted a series of consultations with WCO, RTCs and members. The Framework was finally adopted in the “14<sup>th</sup> RHCA Conference” in May 2012 for implementation.



On 31 October and 1 November 2011, the 9<sup>th</sup> Meeting of Heads of the WCO AP RTCs was held in China to enhance cooperation among the WCO, ROCB A/P and RTCs. After the meeting, the ROCB A/P kick-started a new initiative of “RTC Center of Excellence Research Series”, by which RTCs are encouraged to conduct research on the two Customs areas specialized by them under the “Centre of Excellence”. Once the research findings are available, the ROCB A/P will disseminate them to members for benchmarking purpose.

#### **4) Develop communication and coordination with members**

To enhance communication among members in the AP Region, the ROCB A/P publishes e-Newsletter on a quarterly basis. In 2011/2012, the ROCB A/P also enhanced the contents of e-newsletter. To this effect, it not only provides the latest news about the CB activities in the AP Region, but also offers our members / work partners a platform to share information / experience on their latest development.

Since 2006, the ROCB A/P developed its own website which is linked to the WCO AP Region homepage for further communication between the ROCB A/P and members. In 2011/2012, the ROCB A/P has also enhanced contents of the members’ webpage with focus on knowledge and information sharing. The informative contents for the webpage include the ROCB A/P Customs Good Practice Reports, ROCB A/P e-Newsletters and yearly reports, updated information on ROCB A/P latest initiatives and RTC development, latest meeting reports on various regional meetings, etc.

With the valuable contributions from Australia, Hong Kong China, Korea and Thailand, the ROCB A/P also published two issues of ROCB A/P Good Customs Practice Report on NII and Knowledge Management respectively in 2011/2012. These reports have been distributed to our members, the WCO Secretariat, and the ROCBs in other regions.

#### **5) Other activities**

Other than the activities under the four-pillars, the ROCB A/P also attended relevant meetings hosted by the WCO and regional members to contribute to the global/regional discussion on capacity building and to obtain the latest information as well as to provide feedback to further enhancing cooperation.

Moving from visibility to result-oriented achievement, the ROCB A/P will further work closely with members, the WCO Secretariat, RTCs, RILO A/P and development partners to conduct more effective CB activities in response to members' needs.

### **3. Work Plan**

Based on the newly adopted Regional Strategic Plan (RSP) 2012-2014 ROCB A/P developed its Strategic Action Plan (2012-2014) and Annual Work Plan 2012/2013. One significant change we made for these documents was to re-group ROCB 4 pillars of activities reflecting the latest ROCB A/P activities. Since we placed great importance on the needs analysis, planning, delivery and management of the capacity building in our region, we highlighted it as one of the 4 pillars. The new 4 pillars of activities of ROCB A/P is as follows.

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

Based on these 4 pillars, in, 2012/2013, our main focus will be to:

- (1) further enhance our works with the WCO, RTCs, RILO A/P, members and, in particular, development partners
- (2) request more contribution from members through experts framework
- (3) reinforce the result-oriented approach
- (4) to combine Regional/Sub-regional/National workshop

As a member-driven institution, the ROCB A/P relies on the cooperation and support from members. The ROCB A/P appreciates the personnel contributions provided by China, Hong Kong China, Japan, Korea and Thailand as well as Australia and New Zealand, and financial contribution provided by Japan, Korea and Thailand. The ROCB A/P also appreciates members in agreeing to send their experts to the regional workshops and share their valuable information/experiences with others. Considering the increasing demand from our members and development partners, the ROCB A/P expects further contributions from members to enhance our regional CB

programs.

In 2012/2013, the ROCB A/P will be committed to “mobilization of regional resources” to meet the CB needs from AP members. To this end, we are going to organize the WCO accreditation workshops on ROO, risk management, Customs valuation and PCA. We would also continue to collect the up-to-date information on the available regional expertise and encourage the regional experts to act as facilitators in the forthcoming workshops. With the concerted efforts from the WCO, RTCs, RILO A/P, development partners and members, we are looking forward to the ever-betterment of CB development in our region.

Yoshihiro Kosaka  
Head of ROCB A/P

\*\*\*\*\*

## Part 2: Activities of 2011/2012

The ROCB A/P is fully aware that the CB needs from AP members are ever-growing. With due regard to the WCO and regional priorities, the ROCB A/P, in accordance with its Annual Work Plan 2011/2012 and the ROCB A/P Strategic Action Plan 2010-2012, has conducted a wide range of CB activities such as conducting action plan development workshop for implementation of the WCO SAFE FoS; strengthening partnerships with development partners and other international institutions; organizing regional/sub-regional/national seminars/workshops/meetings; and enhancing communication with members. The ROCB A/P activities incorporated with the update for the year of 2011/2012 are elaborated as below under the 4 CB pillars:

### 1. Support implementation of the WCO SAFE FoS and Columbus Program

#### i) Conduct diagnostic missions in cooperation with the WCO Secretariat

It is widely recognized that conducting a diagnosis is one of the best ways to identify CB needs accurately and to enable development of appropriate national action plans. From January 2006 to July 2012, the WCO and ROCB A/P organized the following 25 diagnostic missions on the WCO SAFE FoS in the AP Region as part of the WCO Columbus Program.

➤	<u>Cambodia</u>	<u>February 2006</u>
➤	<u>China</u>	<u>March 2006</u>
➤	<u>Mongolia</u>	<u>April 2006</u>
➤	<u>Viet Nam:</u>	<u>June 2006</u>
➤	<u>Philippines</u>	<u>August 2006</u>
➤	<u>Maldives</u>	<u>September 2006</u>
➤	<u>India</u>	<u>November 2006</u>
➤	<u>Malaysia</u>	<u>December 2006</u>
➤	<u>Hong Kong</u>	<u>December 2006</u>
➤	<u>Thailand</u>	<u>January 2007</u>

---

---

➤	<u>Sri Lanka</u>	<u>March 2007</u>
➤	<u>Bhutan</u>	<u>May 2007</u>
➤	<u>Papua New Guinea</u>	<u>May 2007</u>
➤	Nepal	June 2007
➤	<u>Iran</u>	<u>September 2007</u>
➤	<u>Fiji</u>	<u>February 2008</u>
➤	Macao China	March 2008
➤	<u>Indonesia</u>	<u>February 2009</u>
➤	<u>Lao PDR</u>	<u>March 2009</u>
➤	<u>Vanuatu</u>	<u>April 2009</u>
➤	<u>Myanmar</u>	<u>January 2010</u>
➤	<u>Tonga</u>	<u>April 2010</u>
➤	<u>Brunei Darussalam</u>	<u>October 2010</u>
➤	<u>Samoa</u>	<u>November 2010</u>
➤	<u>Bangladesh</u>	<u>April 2011</u>

(Note: ROCB A/P / regional experts have attended the diagnostic missions to the above countries underlined.)

It is noteworthy that regional experts contributed significantly to these diagnostic missions. In total, ROCB A/P staff and regional experts have attended 19 diagnostic missions, which exemplarily manifested the use of regional resources to meet the regional CB needs.

The diagnostic teams visited each country / economy for two weeks and undertook interviews with Customs' executive officers, other government agencies, Minister / Vice Minister, and stakeholders such as Customs brokers, importers / exporters, logistic operators, shipping companies and chambers of commerce. At the end of each mission, the diagnostic team submitted a draft report to the Director General (DG). Following the WCO diagnostic mission, each member is requested to develop an action plan for the implementation of diagnostic recommendations in the phase II of the Columbus Program.

## **ii) Support the development of the Strategic Action Plan**

As a number of diagnostic missions have been conducted for the AP members, the ROCB A/P is committed to offering support for implementation of the WCO SAFE FoS and Columbus Program by conducting national action plan

development workshops upon request. Generally, the workshop program would cover clarification of the WCO's recommendations, identification of core issues, and development of a strategic plan and its action plan.

During this reporting period, the ROCB A/P, in cooperation with the WCO accredited expert from Japan, organized an action plan workshop in Lao to assist in development of its own action plan based on the diagnosis recommendations. With the efforts of members as well as support from the WCO and ROCB A/P, it has been confirmed that 17 members, which comprise China, India, Mongolia and the Philippines, as well as those countries listed below, have developed their respective strategic action plans by July 2012. To offer the necessary technical support, the ROCB A/P also dispatched staff or regional experts to all these workshops as facilitators (except for that to Sri Lanka). All these member administrations, upon finalization of the strategic action planning, have also moved to implementation phase based on the action plan.



Workshop on Strategic Action Planning in Laos Customs

- Maldives December 2006
- Malaysia April 2007
- Cambodia May and September 2007
- Thailand May 2007
- Vietnam August 2007
- Papua New Guinea December 2007 and May 2008
- Sri Lanka April 2008
- Bhutan June 2008
- Nepal August 2008
- Fiji August 2009
- Iran July 2010



- Macao November 2010
- Lao PDR September 2012

(Note: ROCB A/P / regional experts have attended the action plan development missions to the above countries underlined.)

Apart from organizing the national action plan development workshops, the ROCB A/P also works closely with members to offer other necessary technical assistances as and when required. In July 2011, the ROCB A/P visited Sri Lanka, India and Maldives and assisted the respective member administrations in soliciting political support as well as paving way for the dialogues with some development partners for the Phase II implementation.

### **iii) Support the implementation of the Action Plan**

It is widely recognized that steady implementation of the action plan is of no less importance as the development of the action plan itself. Hence, the ROCB A/P has been extensively providing the relevant technical support with a view to assisting our regional members in smooth implementation of their action plan. For this purpose, the ROCB A/P, in cooperation with host Customs administrations, the WCO Secretariat and other work partners, organized the following national / regional activities in 2011/2012.

- Regional Workshop on AEO in Korea on 19-23 September 2011
- Regional Workshop for Intelligence Management in Malaysia on 14-18 November 2011
- Accreditation Workshop for AEO Experts in Korea on 5-9 December 2011
- Regional Workshop on NII Image Analysis in Malaysia on 5-9 March 2012
- National Workshop on AEO in Fiji on 9-11 August 2011
- National Workshop on AEO in Indonesia on 23-25 November 2011

#### **(Regional Workshop on AEO in Korea)**

This regional workshop was held at the Customs Border Control Training Centre (CBCTC) in Cheonan, Korea on 19-23 September 2011 under the sponsorship of CCF-Korea. It was facilitated by the experts from Korea, Japan, Singapore and China, WCO and ROCB A/P. The workshop program covered the WCO SAFE FoS, WCO instruments relating to AEO, current updates of SAFE, AEO requirements, partnership with business sectors and the national good practices on AEO.

### **(Regional Workshop for Intelligence Management in Malaysia)**

This regional workshop was held at the Royal Malaysian Customs Academy (AKMAL), Melaka, Malaysia on 14-18 November 2011 under the sponsorship of CCF-Japan. It was facilitated by the experts from the ACBPS, Japan Customs, WCO and ROCB A/P. In total, 27 participants from 20 member and counterpart administrations in the AP region attended the workshop. Upon completion of this workshop, the participants enhanced their knowledge and skills on intelligence management with better understanding on the relevant WCO tools.



*Regional Workshop for Intelligence Management in Malaysia*

### **(AEO Experts Accreditation Workshop in Korea) AEO**

This accreditation workshop was held at the CBCTC in Cheonan, Korea on 5-9 December 2011 under the sponsorship of CCF-Korea. It aimed to nurture more WCO AEO accredited experts to meet the increasing demand in AP region. 10 AEO candidates from 5 countries participated to the workshop. With good performance in the subsequent missions as AEO experts, these candidates will be accredited accordingly.



*Experts Accreditation Workshop in Korea*

**(Regional Workshop on NII Image Analysis in Malaysia)**

In conjunction with the WCO Technology and Innovation Forum, this regional workshop was held in Kuala Lumpur Malaysia on 5-9 March 2012 under the sponsorship of CCF-Japan. It was facilitated by the experts from Japan, Hong Kong China, WCO and ROCB A/P. In this workshop, participants enhanced their knowledge on the most up-to-date technology to support customs operation while improved their knowledge on NII image analysis training.

**(National Workshop on AEO in Fiji)**

At the request of Fiji Revenue and Customs Authority (FRCA), this national workshop was held at the Fiji Customs Training Center (FCTC) in Suva, Fiji on 9-11 August 2011 under the sponsorship of CCF-Korea. It was facilitated by the experts from the Korea Customs Service (KCS) and ROCB A/P. 12 Customs officials comprised legal expert, reform team and high level national managers responsible for re-writing the Fiji Customs law attended the workshop. The agenda included introduction of WCO SAFE FoS, good practices of KCS, Customs-business partnership programs in Fiji, and the way forward for AEO implementation. The FRCA appreciated very much the support from the WCO and ROCB A/P.

### **(National Workshop on AEO in Indonesia)**

The ROCB A/P and Indonesia Customs organized this national workshop in Bandung, Indonesia on 23-25 November 2011 under the sponsorship of CCF-Japan. The experts from Japan, Korea, the Netherlands, WCO and ROCB A/P contributed to this workshop by sharing their valuable experiences on AEO program development and implementation. Through

the active discussion and exchange of views, the participants significantly improved their understanding on the WCO SAFE FoS and the AEO programs of Japan, Korea and the Netherlands.



*National Workshop on AEO in Indonesia*

## **2. Further develop partnership with development partners**

### **i) Regional Dialogue with development partners**

Recognizing that many of the challenges faced by Customs administrations cannot be addressed without a substantial amount of funding while the WCO is not a donor institution, the ROCB A/P has made every effort to enhance cooperation between development partners and members in the AP Region. Aware of the importance of trade facilitation, development partners have conducted and funded many Customs CB initiatives in the region. In order to gain the support from development partners, the ROCB A/P, upon request, have worked with several members, such as Cambodia and Papua New Guinea, and successfully organized the national development partners meetings for them. Some other members have already indicated their interests in organizing similar meetings in their countries and the ROCB A/P will continue to provide the assistance required.



In May 2012, the ROCB A/P also made a big leap forward to enhance the partnership between development partners and members by holding the “WCO AP Regional Dialogue on Partnership for Customs Modernization” in Bangkok, Thailand. A brief account for this event is outlined as follows:



#### **(WCO AP Regional Dialogue on Partnership for Customs Modernization)**

The WCO and ROCB A/P, in collaboration with Thai Customs Department, organized the WCO AP Regional Dialogue on Partnership for Customs Modernization in Bangkok, Thailand from 31 May to 1 June 2012. This dialogue offered the valuable opportunities for the development partners and Customs administrations in the region to explore as to how they can work together to enhance partnership for the regional development through Customs modernization. A number of development partners active in the region as well as Customs partners from the Asia Pacific, America and Europe, participated in the dialogue and shared their ideas and programs. Prior to the dialogue, a three-day Customs-only preparatory workshop was also organized on 28-30 May 2012, in which the participants shared their latest development in Customs reforms and modernization as well as experiences in working with the development partners. In the breakout session, they also actively exchanged their views on the sub-regional CB priorities and challenges.

## ii) Develop joint activities with development partners

Other than coordinating the development partners' support for members, the ROCB A/P also works in close cooperation with other development partners, such as ADB, UNEP, UNOCHA, IFRC, JICA to offer the necessary CB technical support. Some good examples are as follows:

### (Joint work with ADB)

- The WCO, ROCB A/P and ADB co-hosted the ADB / WCO Joint Workshop on TRS at ADB Office in Manila, the Philippines on 19-20 December 2011. This workshop was facilitated by experts from ADB, Japan Customs, WCO and ROCB A/P. 23 participants from the member administrations in the ASEAN region attended the workshop. In the workshop, the participants enhanced their knowledge on TRS implementation, in particular the WCO software and updated guidelines for TRS as well as the formulation of TRS survey. Participants have also attained better understanding on TRS implementation through experience sharing and discussion.



*ADB / WCO Joint Workshop on TRS for the ASEAN Countries*

- The ADB/WCO National Workshop on TRS was conducted in Vientiane, Lao PDR on 27 April 2012. This workshop was attended by the officials from Lao Customs, representatives from other government agencies and business partners in private sector, as well as the private consultants employed by Lao Customs for TRS implementation. During the workshop, the experts from ADB and ROCB A/P introduced the WCO TRS Guidelines, revisited the ASEAN model questionnaire and demonstrated the application of WCO TRS Software. Lao Customs also shared its work plan for the forthcoming TRS implementation.



### (Joint work with UNEP)

- The National Seminar on the Amendments to HS 2012 and Trade in Chemicals was held in Bhutan on 27 February-2 March 2012. This seminar was jointly organized by the WCO, ROCB A/P and UNEP in association with the Department of Revenue and Customs, Ministry of Finance, Thimphu, Bhutan. A total of 34 participants from various organizations of Bhutan government, including Customs and Excise, the Department of Trade, Ministry of Economic Affairs and the National Ozone Office, National Environment Commission Secretariat, attended the seminar. It was facilitated by the experts from WCO, Japan Customs, UNEP, the Indian Chemical Council, and the National Environment Commission of Bhutan. This seminar not only enhanced their understanding on HS and its 2012 amendments, but also raised their awareness on trade in chemicals, in particular the ozone depleting substances (ODS).



- Besides, the ROCB A/P also worked together with UNEP to organize the Train-the-trainer Workshop on ODS in Bangkok, Thailand on 12-15 March 2012. During the workshop, the ROCB A/P staff also acted as a facilitator to deliver the session relating to the HS.

### **(Joint work with UNOCHA and IFRC)**

- The WCO and ROCB A/P, in collaboration with the UNOCHA and the IFRC, held the Regional Seminar on the Role of Customs in Natural Disaster Relief in Bangkok Thailand on 8-10 May 2012. 96 participants from Customs and National Disaster Management Authorities attended the seminar. Representative from the ROCB A/P acted as facilitators for this event. During the seminar, participants discussed about the Customs challenges in responding to natural disasters as well as the international framework and humanitarian system required to be set up for this purpose. Other related issues, including national legislation, procedures and emergency plans as well as coordinated border management for natural disaster relief were also deliberated in the seminar.



### **(Joint work with JICA)**

- The ROCB A/P, in collaboration with JICA, organized a national workshop on PCA for Philippines and Pakistan at Manila, the Philippines on 2-6 July 2011. This workshop was facilitated by the Deputy Head of ROCB A/P who is also a WCO accredited expert on Valuation. It greatly contributed to the improvement of knowledge and techniques on the uniform application of valuation and the implementation of PCA in the Philippines and Pakistan.

### **iii) Promote Customs role at various international forums**

The ROCB A/P is committed to promoting Customs modernization activities in various international meetings / forums / events. Through these missions, the ROCB A/P has developed the effective network and attained latest information on Customs CB activities as well as the needs of members. The contributions of ROCB A/P were also highly appreciated by the host organizations. Summary of the meetings / forums / events attended by the ROCB A/P staff is listed as follows.

- UNEP ARPEC Meeting in Bangkok, Thailand on 13-14 July 2011
- UNESCAP EGM for Transport in Bangkok, Thailand on 14-15 July 2011
- UNESCAP EGM on Electronic Data Interchange in Bangkok, Thailand on 26 July 2011
- ADB Meeting in Manila, Philippines on 14 September 2011
- PICARD Conference in Geneva, Switzerland on 14-16 September 2011
- UNESCAP Trade Facilitation Forum in Seoul, Korea on 3-8 October 2011
- ASEM DG Meeting in Hua Hin, Thailand on 10-12 October 2011
- ROCB EUR Opening Ceremony in Baku, Azerbaijan on 17-18 October 2011
- Joint Mission with ADB to Vietnam on 19 October 2011
- Trans Pacific Symposium on Illegal Logging in Phuket, Thailand on 26-29 October 2011
- Joint Mission with ADB to Cambodia on 3-4 November 2011
- Trade Facilitation Forum for GMS Countries in Kunming, China on 8-10 November 2011
- UNDP Greater Tumen Initiative (GTI) Trade Facilitation Seminar in Beijing, China on 26 November 2011
- Wildlife Crime Workshop in Bangkok, Thailand on 13-14 February 2012
- ARPEC Meeting in Bangkok, Thailand on 17 February 2012
- GTI Workshop in Cheonan, Korea on 20-24 February 2012
- UNNeXT Advisory Group Meeting in Bangkok, Thailand on 22-23 March 2012
- ECO ESCAP Workshop on Trade Facilitation in Kish Island, Islamic Republic of Iran on 23-25 May 2012
- ASEAN DG / WCO Consultation Meeting in Manila, Philippines on 5-8 June 2012

### **3. Enhance Technical and Management Assistance**

#### **i) Coordinate and support CCF activities**

The ROCB A/P has been expected to facilitate the CB activities organized in the AP region including those under the CCF-Japan and CCF-Korea. To this end, the ROCB A/P not only engages in intensive discussion with the resource persons in the WCO and other regional experts to work out the workshop programs, but also lines up most of the administrative arrangements for these seminars and workshops, including preparation of logistic information, arrangement for air tickets and preparation of per diems for the participants from developing countries. Other than taking charge of workshop coordination at the preparatory stage, the ROCB A/P staff normally acts as a Chair of the workshops. Those ROCB A/P staff who have been accredited as WCO experts on certain Customs subjects, often acts as facilitators to share their expertise in the workshops. In 2011/2012, CCF-Japan funded 7 regional workshops, 2 sub-regional workshops and 11 national workshops while CCF-Korea funded 2 regional workshops, 2 national workshops and 1 conference. Summary of the CCF-funded activities is as follows:

#### **(Activities Funded by CCF-Japan)**

##### (Regional/Sub-regional Activities)

- Regional Workshop for Combating Counterfeiting and Piracy in Incheon, Korea on 19-23 September 2011
- Regional Workshop on Intelligence Management in Maleka, Malaysia on 14-18 November 2011
- Regional Workshop on NII Image Analysis in Kuala Lumpur, Malaysia on 5-9 March 2012
- Regional Workshop on the Role of Customs in Natural Disaster Relief in Bangkok, Thailand on 8-10 May 2012
- Regional Workshop: Train-the-trainer on IPR in Kashiwa, Japan on 21-25 May 2012
- Regional Workshop and Dialogue on Partnership for Customs Modernization in Bangkok, Thailand on 28 May-1 June 2012
- Regional Workshop on ROO in Shanghai, China on 11-15 June 2012
- Sub-regional Workshop: Train-the-trainer on PCA in Suva, Fiji on 19-23 September 2011
- ADB/WCO TRS Workshop for ASEAN Countries in Manila, the, Philippines on 19-20 December 2011

**(National Activities)**

- National Workshop on IPR in Fiji on 18-22 July 2011
- National Workshop on Customs Valuation in Mongolia on 24-28 October 2011
- National Workshop on AEO in Indonesia on 23-25 November 2011
- National Workshop on IPR Follow-up Seminar in Lao on 16-20 January 2012
- National Workshop on Valuation in Lao on 23-27 January 2012
- National Workshop on Valuation in Indonesia on 30 January-2 February 2012
- National Workshop on RKC in Cambodia on 13-17 February 2012
- National Workshop on PCA in Vanuatu on 20-24 February 2012
- National Seminar on the Amendments to HS 2012 and Trade in Chemicals in Bhutan on 27 February-2 March 2012
- National Workshop on TRS in Lao on 27 April 2012
- National Workshop on Valuation and PCA in Sri Lanka on 11-15 June 2012

**(Activities Funded by CCF-Korea)**

- Regional Workshop on AEO in Cheonan, Korea on 19-23 September 2011
- Regional AEO Expert Accreditation Workshop in Cheonan, Korea on 5-9 December 2011
- National Workshop on AEO in Suva, Fiji on 9-11 August 2011
- National Workshop on RKC in Suva, Fiji on 12 August 2011
- AEO Conference in Seoul, Korea on 17-19 April 2012

To generate synergy for regional CB, the ROCB A/P, in pursuance to one of the action points specifically indicated in the RSP 2010-2012, invites more developed countries to participate in the regional CB activities and share their experience/expertise. In 2011/2012, Australia, Hong Kong China, Japan, Korea and Singapore showed their strong support to this move by sending experts to the workshops on PCA, IPR, RKC, AEO, NII, intelligence management, etc.

The ROCB A/P also makes plenty of efforts to encourage members to participate in the regional workshops. From the workshop statistics, we see consistent participation from developing countries. (See Annex 1). Encouragingly, some of them, such as China, Sri Lanka, and India, also rendered further support by sending their WCO accredited experts to act as facilitators in the regional / national workshops on AEO, ROO, RKC and PCA in 2011/2012. To bring forth the productive workshop outcomes, the ROCB A/P liaises closely with the members to ensure that most appropriate participants are selected to attend the workshop. The ROCB A/P also strongly emphasized the importance of follow-up activity after the



workshop and requested participants to share their acquired knowledge/information to their colleagues through, for instance, the organization of reporting session. Taking into account the feedbacks from participants, the ROCB A/P will continue its efforts to enhance the workshop programs and arrangements.

## ii) Offer technical support for other non-CCF CB activities

To maximize the available regional resources for technical support, the ROCB A/P staff would also attend the workshops / seminars organized by other work partners and members administrations to share their knowledge and expertise on the Customs subjects. Examples for these workshops / seminars are as follows.

- GTI Workshop in Cheonan, Korea on 20-24 February 2012
- UNEP Train-the-trainer Workshop on ODS in Bangkok, Thailand on 12-15 March 2012
- PCA Workshop for Pakistan and the Philippines in Manila, the Philippines on 21-23 March 2012
- AEO Training and CB Program for Latin American and Caribbean Countries in Seoul, Korea on 20-26 April 2012
- 2<sup>nd</sup> Joint Workshop on Customs Valuation and PCA for Bhutan Customs and Thai Customs in Bangkok, Thailand on 18-22 June 2012

It is also noteworthy that the 2<sup>nd</sup> Joint Workshop on Customs Valuation and PCA for Bhutan Customs and Thai Customs was conducted under the funding of the participating administrations while the ROCB A/P offered the expert support. Under this cooperative arrangement, the ROCB A/P was enabled to respond to the members' needs more swiftly and identify the best available experts to offer the technical support.



*2<sup>nd</sup> Joint Workshop on Customs Valuation and PCA for Bhutan Customs and Thai Customs*



The ROCB A/P has also been conducting certain technical assistance programs in cooperation with the RILO A/P and is planning to further strengthening cooperation to offer better support our members in 2012/2013 through exchange of information or mutual contribution to the respective program.

### iii) Further enhance cooperation with RTCs

At the WCO Council Sessions in June 2012, the MOU for establishing RTC Fiji was officially signed and there are seven RTCs in the AP region as of 1 July 2012, which are located in China, Hong Kong China, Fiji, India, Japan, Korea and Malaysia respectively. They render strong support to the ROCB A/P in delivering effective CB activities for the regional members.

To enhance cooperation amongst RTCs, the ROCB A/P organizes the Heads of RTCs Meeting every year. During the 9<sup>th</sup> Meeting held on 31 October and 1 November 2011, the WCO, ROCB A/P and RTCs agreed to further strengthen the cooperation for the CB activities in the AP region. The draft “Regional Framework for Effective Use of Regional Expertise” initiated by the ROCB A/P was also tabled for discussion, exploring how to “pool”, “utilize”, “support” and “increase” the regional experts. Besides, the WCO Knowledge and Training Portal, *CLiKC!*, was introduced to the meeting, showing how to use its e-learning programs and other portal facilities to coordinate the workshop / seminar arrangements. Taking this opportunity, all RTCs reported progress on their development of “Centre of Excellence”.



To further strengthen cooperation with RTCs, the ROCB A/P also kick-started a new initiative of “RTC Center of Excellence Research Series”, by which RTCs are encouraged to conduct research on the two Customs areas specialized by them under the “Centre of Excellence”. Positive feedbacks have been received from RTCs. Once the research findings are available, the ROCB A/P will disseminate them to members for benchmarking purpose.

#### **iv) Strengthen IPR enforcement**

In order to prevent the illegal movement of infringing and pirated goods, the ROCB A/P, in cooperation with the WCO Secretariat and regional experts, organized two regional IPR workshops in 2011/2012 to facilitate members to strengthen the IPR enforcement.

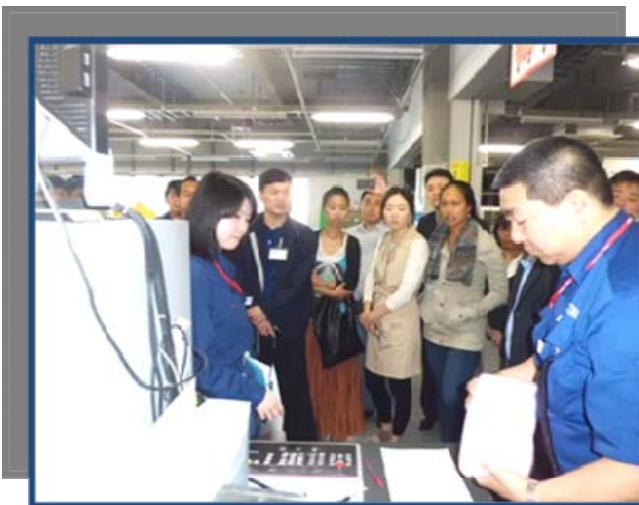
##### **(Regional Workshop for Combating Counterfeiting and Piracy in Korea)**

This workshop was held in Incheon, Korea on 26-30 September 2011, facilitated by the experts from Hong Kong China, Japan, WCO and ROCB A/P. A total of 48 participants from member and counterpart administrations in the AP Region attended the workshop. During the workshop, participants attained knowledge and skills on IPR trend analysis and the WCO IPR tools including the WCO Interface Public Member Model (IPM Model), technical knowledge and support on identification of fake goods and operational knowledge on risk assessment and target techniques. Participants also shared their national good practices. This workshop was a successful example for pooling and utilizing the regional experts available in the AP region for the delivery of regional CB activities.



**(Regional Workshop: Train the trainer on IPR in Japan)**

This workshop was held in Kashiwa, Japan on 21-25 May 2012, facilitated by the experts from Japan, WCO and ROCB A/P. 34 participants from 27 member and counterpart administrations in the AP Region attended the workshop. The workshop objectives were to enhance the participants' knowledge on the legal aspects



of IPR enforcement and prepare them for the forthcoming WCO Accreditation Workshop for IPR Experts. To this end, the experts introduced to the participants the WCO IPR tools and instruments, including the WCO Model Legislation for implementation of the Agreement on Trade Related Aspects of Intellectual Property Rights (TRIPs) and the WCO IPM Model. They also delivered presentations on the IPR legal mechanisms and procedures in benchmark with the legal framework of European Union. Besides, some representatives also presented their national good practices on the legal framework of IPR enforcement. In the session of “teaching and coaching”, experts from Customs Training Institute (CTI) of Japan shared its good practices on custom training.

**v) Organize Customs Valuation and PCA workshops in response to members' need**

From various communication channels, e.g. annual needs survey and other missions, the ROCB A/P is aware that members' need for technical support on Customs Valuation and PCA was ever-growing. In response, the ROCB A/P organized a number of national / sub-regional workshops on Customs Valuation and PCA in 2011/2012:

- Sub-regional Workshop on PCA Train-the-trainer for Pacific Islands
- National Workshop on Customs Valuation in Lao
- National workshop on Customs Valuation in Indonesia
- National Workshop on PCA in Vanuatu
- National Workshop on Customs Valuation and PCA in Sri Lanka



*National Workshop on Customs Valuation in Lao*

In these workshops, the ROCB A/P expert acted as the main facilitator to offer technical support, echoing with our strategic direction of using the regional expertise to meet the regional needs.

#### **vi) Pool, utilize, support and increase regional experts**

Aware of the growing CB needs in the AP Region, the WCO and ROCB A/P work together to increase the “pool of regional experts”. For this purpose, the ROCB A/P organized a number of WCO accreditation workshops in the past. In May 2012, the ROCB A/P also organized a regional workshop on training the IPR trainers, with a view to preparing the participants for the forthcoming WCO IPR Accreditation Workshop.

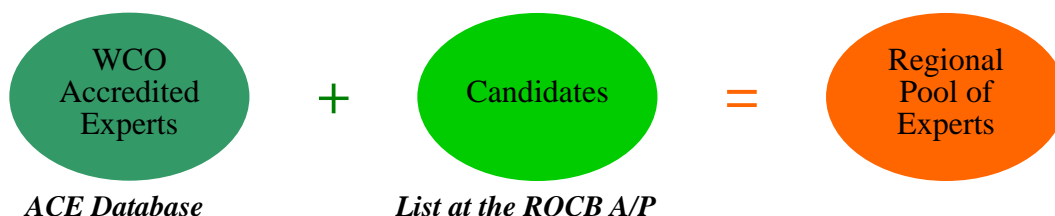
For long-term strategic planning, the ROCB A/P undertook to devise a “Framework to Pool, Utilize, Support and Increase ACE in the Region” under the 2010-2012 Regional Strategic Plan, with a view to developing a systematic approach for effective use of regional expertise for the regional CB program. After drafting the Framework, the ROCB A/P conducted a series of consultations with the WCO, RTCs and regional members. The Framework was finally adopted in the 14<sup>th</sup> RHCA Conference in May 2012 for implementation.



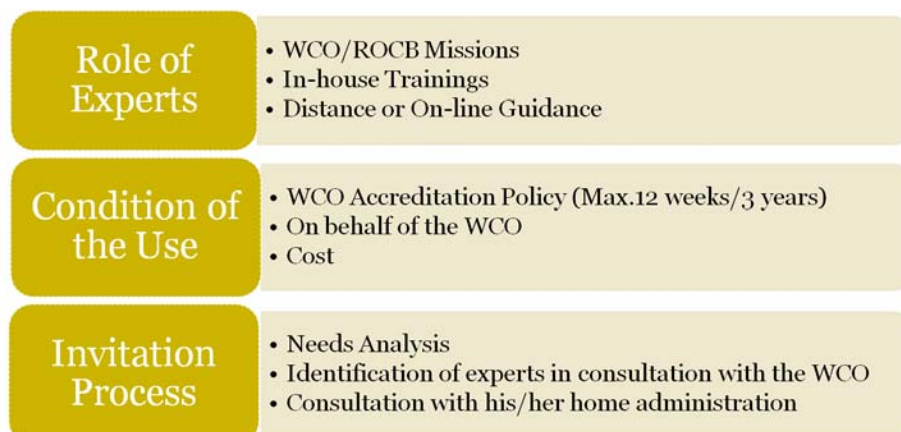
### (Framework to Pool, Utilize, Support and Increase Accredited Customs Experts in the Region)

Under this Framework, a four-pronged strategy is adopted.

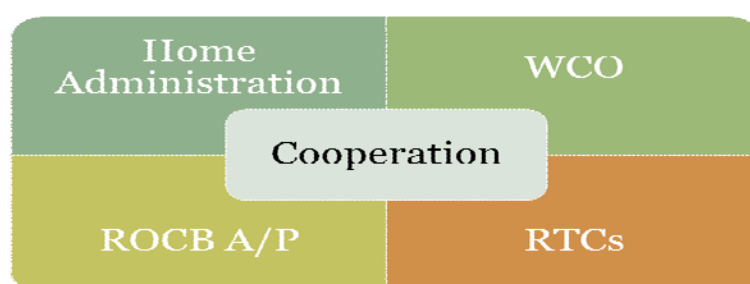
- To pool regional expertise : Regional experts are categorized into two groups, namely experts accredited by the WCO and “candidates” having solid expertise on relevant Customs topics but not yet accredited. For effective pooling of the regional expertise, the WCO maintains an “ACE Database” providing updated information on ACE while the ROCB A/P is developing a “candidate list” to identify the potential officers from member administrations for the forthcoming accreditation workshops. Besides, RTCs are also recommended to nominate good trainers as candidates.



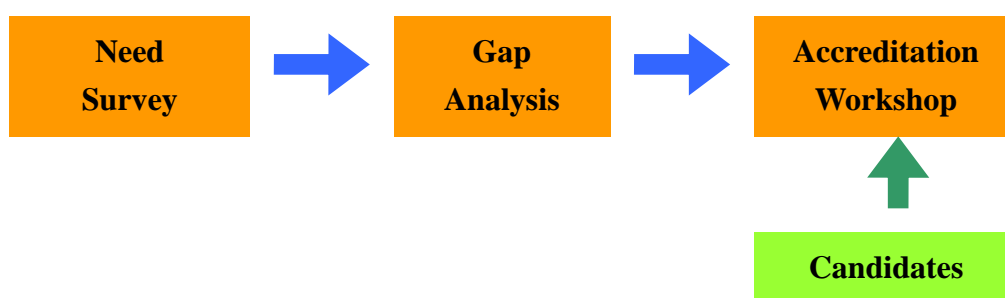
- To utilize regional experts : In the context of technical support, the WCO Accredited experts are expected to share their expertise with our members and within their home administrations as well. At the invitation of WCO and ROCB A/P, they would attend the WCO / ROCB A/P missions as facilitators to share their expertise and experiences. Under coordination of the ROCB A/P, they would also offer advice and guidance to our members through various means of correspondence upon request. Besides, they may also conduct in-house training for their own administrations as and when required. Candidates may also be invited to regional missions under certain conditions in order to supplement the work of WCO Accredited experts.



- To support regional experts : The WCO, ROCB A/P, RTC and member administrations also work in close collaboration to render support to the regional experts. In view of change in the strategic landscape of Customs operating environment, the WCO would regularly revise its policy, tools / instruments with the ACE Database timely updated. The ROCB A/P would serve as a regional hub to coordinate utilization of regional expertise and share Customs good practices with members through various platforms. While RTCs continue to enhance their functions as the “Centre of Excellence”, members are also expected to provide all necessary support to the regional experts from their administrations.



- To increase the pool of regional experts : To ensure the regional experts are fostered corresponding to members’ needs, the ROCB A/P would continue to conduct the yearly CB Need Survey and examine the contemporary demand for different regional expertise. We will also work closely with the WCO to arrange the relevant accreditation workshops timely. Member administrations are encouraged to nominate competent officials to attend these workshops.



#### vii) Promote use of WCO e-learning

In the previous progress survey on RSP 2010-2012, India and Malaysia reported their use of WCO e-learning in their respective training program. Fiji, Hong Kong China, Japan, Korea, New Zealand, Singapore and Thailand also reported their great interest in e-learning in particular the newly developed WCO CLiKC! platform. In addition, the ROCB A/P is aware that Maldives and Mongolia are using



e-learning. In cooperation with the WCO Secretariat, the ROCB A/P would continue to promote the CLiKC! in various regional platforms and provide all the necessary support to members, enabling them to have wider use of the WCO e-learning.

### viii) Coordinate CB planning and delivery

Pursuant to the established practice, the annual CB needs survey was conducted by the regional training coordinator, Japan, in last year with a view to identifying the regional CB needs and priorities. For further enhancement of the CB activities, the ROCB A/P also collects the feedbacks from the participants through the standard evaluation questionnaire at the end of each workshop / seminar. Having due regard to the findings from need survey findings, workshop feedbacks as well as the WCO priorities, the ROCB A/P has prepared the CB proposals and engaged in active discussion with the WCO to finalize the business plan for next year.

## 4. Develop communication and coordination with members

### i) ROCB A/P E-newsletter

To enhance communication among members in the AP Region, the ROCB A/P publishes an e-Newsletter on a quarterly basis. The e-Newsletters were distributed to our members, the WCO Secretariat and the ROCBs in other regions and also placed on the ROCB A/P Website. In 2011/2012, the ROCB A/P has also enhanced the contents of e-newsletter. To this effect, it not only provides the latest news about the CB activities in the AP Region, but also offers our members / work partners a platform to share information / experience on their latest development. For the issues of e-Newsletters in 2011/2012, the ROCB A/P received valuable contributions from Bhutan, Lao PDR, RILO A/P, Sri Lanka and Thailand.

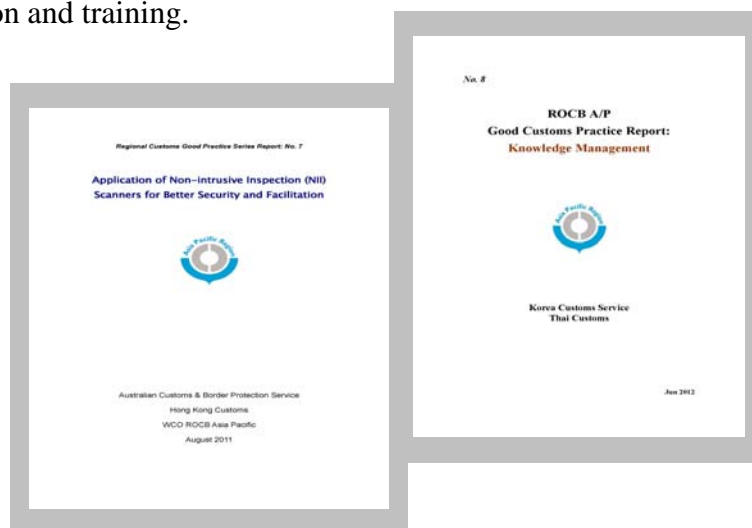


## ii) ROCB A/P Website

Since 2006, the ROCB A/P developed the ROCB A/P Website which is linked to the WCO Asia Pacific Region homepage for further communication between the ROCB A/P and members. With the help of the Vice Chair office, the ROCB A/P has been uploading the latest information about the regional CB activities. In this year, the ROCB A/P has also enhanced contents of the members' webpage with focus on knowledge and information sharing. The informative contents for the webpage include ROCB A/P Customs Good Practice Reports, ROCB A/P e-Newsletters and yearly reports, updated information on ROCB A/P latest initiatives and RTC development, latest meeting reports on various regional meetings, etc.

## iii) Introduce regional good practices

With a view to enhancing the technical and management support to our members, the ROCB A/P has kick-started an ongoing initiative of "Regional Good Practice Report / Compendium" since 2007. These reports not only provide great details for the sophisticated development on some of their specific customs modernization initiatives, but also present some of their successful cases for implementation of the WCO's tools. By July 2011, the ROCB A/P has issued 7 good customs practice reports / compendium, covering the subjects on TRS, AEO, IPR, customs modernization and training.



With the valuable contributions from Australia, Hong Kong China, Korea and Thailand, the ROCB A/P also published two good customs practice reports on the subjects of NII and Knowledge Management in 2011/2012. These reports have been distributed to our members, the WCO Secretariat, and ROCBs in other regions with positive feedbacks.

## 5) Other activities

### WCO meetings

With the growing recognition of contribution of ROCB A/P for the customs CB in the AP Region, ROCB A/P received more and more invitations to act as moderators/speakers in the global/regional forums/meetings. In the meeting listed below, the ROCB A/P staff moderated some of the CB-related sessions and/or made presentations on our experience and activities. Through these activities, the ROCB A/P contributed significantly to the CB activities at the global and regional level.

#### **(Global forums/meetings and non-AP regional meetings)**

- WCO Counterfeiting and Piracy Group meeting in Brussels, Belgium (October 2011)
- World Customs Forum in Guangzhou, China (November 2011)
- WCO Global Forum on Fighting Drug Trafficking in Brussels, Belgium (January 2012)
- WCO CB Committee and ROCB/RTC Meeting in Brussels, Belgium (February 2012)
- WCO Technology and Innovation Forum in Kuala Lumpur, Malaysia (March 2012)
- American Regional Donor Conference in Washington DC, the United States (February 2012)

#### **(AP Regional meetings)**

- WCO A/P Contact Point Meeting in Brisbane, Australia (November 2011)
- RILO A/P Contact Points Meeting and Closing Ceremony in Beijing, China (December 2011)
- WCO AP DG Meeting in Hua Hin, Thailand (May 2012)

In addition, the ROCB A/P also attended the following meetings organized by the WCO and its regional office which is an absolutely good opportunity to gain the latest information on CB through the meetings.

- RILO A/P Opening Ceremony in Seoul, Korea (February 2012)
- WCO Integrity Sub-Committee in Brussels, Belgium (March 2012)
- WCO Council Session in Brussels, Belgium (June 2012)

\*\*\*\*\*

### **Part 3: ROCB A/P Work Plan for 2012/2013**

Based on the newly adopted Regional Strategic Plan (RSP) 2012-2014 finalized at the 14<sup>th</sup> RHCA Conference held in May 2012, the ROCB A/P developed its Strategic Action Plan (2012-2014) (See Annex 2) in cooperation with the WCO Secretariat, Regional Steering Group (RSG) members and RILO A/P. As was the case for the RSP 2010-2012, we made clear linkage between the RSP and ROCB Strategic Action Plan. ROCB Strategic Action Plan is applicable from July 2012 to June 2014.

One significant change we made for this Strategic Action Plan was to re-group ROCB A/P 4 pillars of activities reflecting the latest ROCB A/P activities. Since we placed great importance on the needs analysis, planning, delivery and management of the CB in our region, we highlighted it as one of the 4 pillars. With this change, some of the action points used to be included in the 3<sup>rd</sup> pillar "technical assistance" have been moved to the new 1<sup>st</sup> pillar titled "Support the implementation of WCO conventions, tools and instruments. The new 4 pillars of activities of ROCB A/P is as follows.

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

Based on the latest WCO policy, RSP 2012-2014, the ROCB A/P Strategic Action Plan (2012-2014), result of the annual CB needs survey and members' feedbacks obtained through the regional CB activities, the ROCB A/P developed a ROCB A/P Annual Work Plan 2012/2013 (See Annex 3). Our main focuses of 2012/2013 are as follows.

- (1) Further enhancement of work with WCO, RTCs, members and, in particular, development partners
- (2) More contribution from members through experts framework
- (3) Reinforced result-oriented approach
- (4) Combination of Regional/Sub-regional/National workshop

In 2012/2013, the ROCB A/P will be committed to “mobilization of regional resources” to meet the CB needs from AP members. To this end, we are going to organize the WCO accreditation workshops on ROO, risk management, Customs valuation and PCA. We would also continue to collect the up-to-date information on the available regional expertise and encourage the regional experts to act as facilitators in the forthcoming workshops. With the concerted efforts from the WCO, RTCs, RILO A/P, development partners and members, we are looking forward to the ever-betterment of CB development in our region.

\*\*\*\*\*

## **Part 4: ROCB A/P Audit**

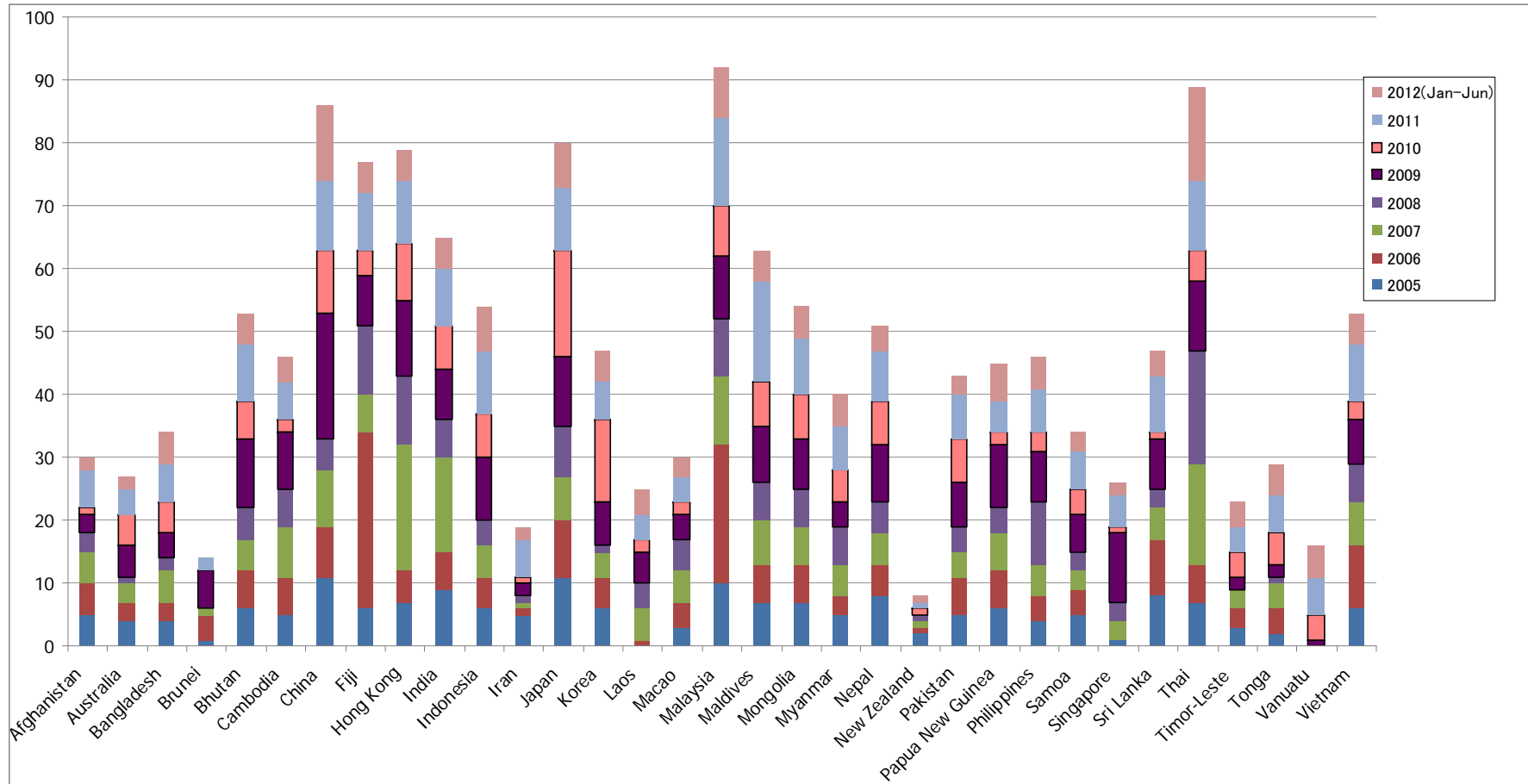
As the ROCB A/P operates its activities, including organizing seminars and workshops using the CCF-Japan fund, the ROCB A/P is subject to an annual financial audit by the WCO.

Last year, the ROCB A/P underwent an external audit designated by the WCO from 16 to 18 November 2011. As a result, no discrepancy was reported in the audit findings. During the audit, the ROCB A/P received valuable advice from the auditors to further improve our accounting procedures. The relevant measures have been implemented in order to contribute to the more efficient operation of the ROCB A/P. As an organization of Integrity, the ROCB A/P always welcomes external comment and audit to improve transparency and efficiency of internal procedures.

The ROCB A/P is now in the process of setting the date either in October or November for the ROCB A/P audit for 2011/2012. The result of the ROCB A/P audit will be reported to members at the earliest opportunity.

\*\*\*\*\*

### Number of Participants to the Regional Workshops





**Strategic Action Plan 2012-2014**  
**For**  
**WCO Asia Pacific Regional Office for Capacity Building (ROCB A/P)**

**1. Vision**

Being a focal point of capacity building to achieve “World Best Regional Customs effectively realizing “Customs in the 21<sup>st</sup> Century” together”.

**2. Mission**

To assist building the capacity of Member Customs Administrations to realize efficient and effective Customs

**3. Strategic Action Plan**

In accordance with the direction given by the Director-Generals and Commissioners of the Customs Administrations in the Asia Pacific Region, the ROCB A/P has set the following Strategic Action Plan. In order to ensure the close linkage between RSP 2012-2014 and ROCB A/P Strategic Action Plan, most of the ROCB A/P Strategic Action Plan refers to or directly quoted from the RSP 2012-2014 and is specified under the following renewed four pillars of ROCB A/P activities. Like the RSP 2012-2014, this ROCB A/P Strategic Action Plan is also applicable from July 2012 to June 2014.

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

## ROCB A/P Strategic Action Plan (2012-2014)

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

Specific Actions of ROCB A/P	Relevant part of RSP 2012-2014	KPI	Target	Timeframe in the RSP
a) Work with the WCO Secretariat to assist all requesting developing members to have undertaken Diagnostic Phase II	1.1.1-2 <sup>nd</sup> milestone	Number of members assisted	19/19 members	JUN 2014
b) Upon request, assist member's efforts to develop AEO(Authorized Economic Operators) program, to increase AEO MRA(Mutual Recognition Arrangement), to share experiences on the implementation of SAFE FOS including TRP (Trade Recovery Program) program.	1.1.1-3 <sup>rd</sup> to 5 <sup>th</sup> milestones	Number of assistance provided	At least once per year	JUN 2014
c) Upon request, assist Non-contracting member's effort to accede to the RKC	1.1.2-1st milestone	Number of implementing members	At least 18/33 members	JUN 2014
d) Upon request, assist member's effort on the (1) smooth implementation of HS 2012 (for CPs)  (2) adoption of the HS (for non-CPs)	1.1.2- 2nd milestone	(1)Number of implementing members (2)Number of contracting members	23/23 members  At least 30/33 members (for non-CPs)	JUN 2014
e) Upon request, assist member's effort in introducing Advance Ruling system for tariff classification decision	1.1.2-3rd milestone	Number of implementing members	At least 20/33 members	JUN 2014
f) Upon request, assist member's effort to undertake TRS in accordance with the WCO TRS guidelines	1.1.2-4th milestone	Number of members	At least 13/33 members	JUN 2014
g) Upon request, assist member's effort in implementing WCO Data Model Ver. 3.0	1.1.2-6th milestone	Number of implementing members	At least 10/33 members	JUN 2014

h) Upon request, assist member's effort in implementing the resolution on Natural Disaster Relief	1.1.2-7th milestone	Number of implementing members	At least 15/33 members	JUN 2014
i) Upon request, assist member's effort in implementing risk management tools including guidelines and Standardized Risk Assessment,	1.1.3-1st,milestone	Number of implementing members	At least 22/33 members	JUN 2014
j) Upon request, assist member's effort in developing national risk management database (e.g. nCEN),	1.1.3-3rd milestone	Number of members	At least 11/33 members	JUN 2014
k) Upon request, assist member's effort in developing and using national valuation database or the like as a risk management tool	1.1.3-4th milestone	Number of members	At least 20/33 members	JUN 2014
l) Upon request, assist member's effort to enhance cooperation under GNC	1.2.1- 1st to 3rd milestones	Number of activities	Once in two years	JUN 2014
m) Upon request, assist member's effort to promote cooperation and coordination for CBM	1.2.2-1st to 2nd milestones	Number of activities	Once in two years	JUN 2014
n) Work with Vice Chair and members to promote activities to raise awareness of IPR issues	2.2.1-2nd milestone	Number of discussions in meetings in AP region	At least once per year	JUN 2014
o) Undertake capacity building activities to promote trade security and facilitation in the region(e.g. SAFE FoS, RM)	3.2.2- 1 <sup>st</sup> milestone	Number of CB activities undertaken	At least 3 times per year	JUN 2014
p) Work with RILO AP and members 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)	3.2.2-2nd milestone	Number of CB activities undertaken	At least 3 times per year	JUN 2014
q) Develop and undertake leadership and management training programs	3.2.3- 1st milestone	Number of activities	At least once per year	JUN 2014

r) Upon request, assist member to improve the understanding of integrity	ROCB A/P specific (not mentioned in the RSP)	Number of activities	Once in two years	JUN 2014
--	--	----------------------	-------------------	----------

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Relevant part of RSP 2012-2014	KPI	Target	Timeframe in the RSP
a) Enhance cooperation, coordination and mutual understanding between development partners and ROCB A/P	ROCB A/P specific (not mentioned in the RSP)	Number of exchange of information	At least 4 times per year	JUN 2014
b) Work with interested members to organize national meeting with development partners to follow up regional dialogue	ROCB A/P specific (not mentioned in the RSP)	Number of national meeting with development partners	At least once per year	JUN 2014
c) Promote joint activities with international and regional development partners	3.1.1-2 <sup>nd</sup> milestone	Number of activities	At least twice per year	JUN 2014

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

Specific Actions of ROCB A/P	Relevant part of RSP 2012-2014	KPI	Target	Timeframe in the RSP
a) Pool, utilize, support and increase accredited experts in the region based on the framework	3.1.2-1st milestone	Number of experts utilized	Use of accredited experts for at least one half of the requested missions	JUN 2014
b) Upon request, assist members to promote the WCO e-learning programs in cooperation with RTCs and accredited experts	3.1.2-2nd milestone	Number of implementing members	At least 15/33 members	JUN 2014

c) Work with developed members to ensure their contribution to the regional capacity building activities	3.1.2-3rd milestone	Number of contributions	Meet at least 75% of the ROCB A/P requests	JUN 2014
d) 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 <sup>st</sup> milestone	Number of surveys conducted	At least once per year	JUN 2014
e) Work with members to ensure their input to ROCB A/P annual plans by responding to the regional needs survey	4.1.2- 1 <sup>st</sup> milestone	Number of contributing members	At least 25/33 members	JUN 2014
f) Develop and conduct capacity building activities paying due attention to the needs and priorities identified	3.2.1-2 <sup>nd</sup> milestone	Number of CB activities	At least once per month	JUN 2014
g) Work with the WCO Secretariat and members to evaluate the regional capacity building program	3.2.1-3 <sup>rd</sup> milestone	Results of participants' evaluation	At least average of 4 out of 5	JUN 2014
h) Work with the WCO Secretariat and members to follow-up capacity building activities	ROCB A/P specific (not mentioned in the RSP)	Number of follow-up work undertaken	At least once per year	JUN 2014
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities	3.2.1-4 <sup>th</sup> milestone	post action	Once per year	JUN 2014
j) Strengthen cooperation among 7 Regional Training Centers paying due attention to promoting "center of excellence"	ROCB A/P specific (not mentioned in the RSP)	Number of activities	At least once per year	JUN 2014



#### 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Relevant part of RSP 2012-2014	KPI	Target	Timeframe in the RSP
a) Work with Members, Vice chair and RILO AP to share experiences on capacity building activities with members on regular basis via regional communication tools (e.g. WCO AP Website and Newsletter, ROCB A/P Website and Newsletters)	3.1.1- 1 <sup>st</sup> milestone	Number of sharing experiences	At least once every quarter	JUN 2014
b) Work with members, Vice chair and RTC to share good practices with other members via regional communication tools	4.1.4- 1 <sup>st</sup> milestone	Number of items shared	At least once per quarter	JUN 2014
c) Work with WCO to utilize CLIKC platform for virtual discussion for exchange of ideas on a number of capacity building related topics	ROCB A/P specific (not mentioned in the RSP)	Number of use of forum	Once in two years	JUN 2014

### Annual Work Plan for ROCB A/P (Asia Pacific Regional Office for Capacity Building) (2012/2013)

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

Specific Actions of ROCB A/P	Work plan for 2012/2013	Timeframe
a) Work with the WCO Secretariat to assist all requesting developing members to have undertaken Diagnostic Phase II	Upon request, send experts to Mongolia, Maldives, Myanmar, Bangladesh and other interested countries, if any, to help them develop/review strategic action plan	June 2013
b) Upon request, assist member's efforts to develop AEO (Authorized Economic Operators) program, to increase AEO MRA (Mutual Recognition Arrangement), to share experiences on the implementation of SAFE FOS including TRP (Trade Recovery Program) program.	Organize national AEO and other SAFE FOS related workshops to assist members smoothly develop AEO program or implement other elements of SAFE FOS	June 2013
c) Upon request, assist Non-contracting member's effort to accede to the RKC	Organize regional workshop for ASEAN members on RKC. Upon request, send experts to Bhutan and other interested members to assist their preparatory work for the early accession to RKC	Dec. 2012 June 2013
d) Upon request, assist member's effort on the (1) smooth implementation of HS 2012 (for CPs) (2) adoption of the HS (for non-CPs)	Upon request, provide assistance to interested members to assist their smooth implementation of HS 2012 and to assist their adoption of/accession to HS.	June 2013
e) Upon request, assist member's effort in introducing Advance Ruling system for tariff classification decision	Upon request, provide assistance in introducing Advance Ruling system	June 2013
f) Upon request, assist member's effort to undertake TRS in accordance with the WCO TRS guidelines	Organize accreditation workshop on TRS experts to pool experts in the region in order to meet the future needs on the TRS related assistance. Upon request, provide assistance to undertake TRS in cooperation with the WCO and development partners	June 2013
g) Upon request, assist member's effort in implementing WCO Data Model Ver. 3.0	Upon request, provide assistance in implementing WCO Data Model ver. 3.0	June 2013

h) Upon request, assist member's effort in implementing the resolution on Natural Disaster Relief	Upon request, provide assistance in implementing the resolution on Natural Disaster Relief	June 2013
i) Upon request, assist member's effort in implementing risk management tools including guidelines and Standardized Risk Assessment,	Organize regional workshop on countering drug smuggling by air passenger to improve members' capability to fight against drug smuggling.	July 2012
j) Upon request, assist member's effort in developing national risk management database (e.g. nCEN),	Organize accreditation workshop on Risk Management experts to pool experts in the region and to meet the future needs on the RM related assistance.	Nov. 2012
k) Upon request, assist member's effort in developing and using national valuation database or the like as a risk management tool	Upon request, provide assistance to Malaysia, Thailand and other interested countries to help them implement Risk Management including the development and the use of national valuation database or the like as a risk management tool	June 2013
l) Upon request, assist member's effort to enhance cooperation under GNC	Upon request, provide assistance to improve understanding on GNC and contribute to the WCO work on the development of GNC action plan	June 2013
m) Upon request, assist member's effort to promote cooperation and coordination for CBM	Upon request, provide assistance in implementing CBM. Encourage members to share their experiences on CBM using ROCB tools, such as ROCB web or ROCB news letter.	June 2013
n) Work with Vice Chair and members to promote activities to raise awareness of IPR issues	Organize regional/national workshops on IPR to assist members' effort to improve their capability to protect IPR. Upon request, send experts to interested members to assist their efforts to protect IPR Promote IPM for both customs and business.	June 2013
o) Undertake capacity building activities to promote trade security and facilitation in the region(e.g. SAFE FoS, RM)	Organize regional/national workshops to enhance knowledge and skills of members to secure and facilitate international trade including RM, TRS, PCA, RKC and other modern working methods.	June 2013
p) Work with RILO AP and members 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)	Organize workshops in cooperation with RILO on the topics of mutual interest, such as IPR, drugs and Green Customs	June 2013

q) Develop and undertake leadership and management training programs	Upon request, work with the WCO to organize management workshop at the national level	June 2013
r) Upon request, assist member to improve the understanding of integrity	Upon request, provide assistance on integrity	June 2013

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Work plan for 2012/2013	Timeframe
a) Enhance cooperation, coordination and mutual understanding between development partners and ROCB A/P	Continue positive participation to the meetings/seminars organized by the development partners	June 2013
b) Work with interested members to organize national meeting with development partners to follow up regional dialogue	Work with Cambodia, Maldives and other interested members to organize national donor meetings to follow up regional dialogue held in Bangkok in May 2012.	June 2013
c) Promote joint activities with international and regional development partners	Work with ADB, UNEP, WB and other interested development partners to conduct joint workshop on the topics of mutual interest, such as TRS and Green Customs. Enhance dialogue and seek cooperation with other development partners to conduct more joint activities	June 2013

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

Specific Actions of ROCB A/P	Work plan for 2012/2013	Timeframe
a) Pool, utilize, support and increase accredited experts in the region based on the framework	Organize accreditation workshop on TRS, RM, PCA and ROO to increase and pool accredited experts in the region based on the agreed framework Request members to nominate their capable experts to be placed on candidate list and maintain the list.	June 2013 Sep. 2012
b) Upon request, assist members to promote the WCO e-learning programs in cooperation with RTCs and accredited experts	Upon request, provide necessary information on e-learning to members in cooperation with the WCO Secretariat	June 2013

c) Work with developed members to ensure their contribution to the regional capacity building activities	Identify and communicate the area of expected inputs from developed countries at an early stage and seek further contribution from them for the regional capacity building activities	June 2013
d) 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	<p>Work with regional training coordinator to further review capacity building needs survey to properly collect members' latest needs and priorities.</p> <p>Work with the WCO, members and development partners to plan, deliver and review capacity building activities paying due attention to the members' needs and priorities</p>	June 2013
e) Work with members to ensure their input to ROCB A/P annual plans by responding to the regional needs survey		
f) Develop and conduct capacity building activities paying due attention to the needs and priorities identified		
g) Work with the WCO Secretariat and members to evaluate the regional capacity building program		
h) Work with the WCO Secretariat and members to follow-up capacity building activities		
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities		
j) Strengthen cooperation among 7 Regional Training Centers paying due attention to promoting "center of excellence"	Organize Heads of RTC meeting to further strengthen cooperation	Oct. 2012

#### 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Work plan for 2012/2013	Timeframe
a) Work with Members, Vice chair and RILO AP to share experiences on capacity building activities with members on regular basis via regional communication tools (e.g. WCO AP Website and Newsletter, ROCB AP Website and Newsletters)	Issue ROCB e-newsletter every 3 months and include more information on members experiences Update ROCB web-site after the respective major events	June 2013
b) Work with members, Vice chair and RTC to share good practices with other members via regional communication tools	Assist member, Vice chair and RTC to share good practices. Issue another regional good practice report on selected topics	June 2013
c) Work with WCO to utilize CLIKC platform for virtual discussion for exchange of ideas on a number of capacity building related topics	Establish on-line forum under the CLIKC platform on selected topic to deepen discussion on selected topics	June 2013



# WCO Asia Pacific Regional Support Network for Capacity Building

ROCB A/P : THAILAND  
RTCs : CHINA, FIJI, HONG KONG CHINA, INDIA, JAPAN, KOREA, MALAYSIA



WCO ASIA PACIFIC REGIONAL OFFICE FOR CAPACITY BUILDING (ROCB A/P)

THAI CUSTOMS DEPARTMENT, 1 SUNTHORNKOSA ROAD, KLONG TOEY, BANGKOK 10110 THAILAND

PHONE + 66 2667 7026 FAX + 66 2667 6814 E-MAIL : [rocb@rocbap.org](mailto:rocb@rocbap.org)