

No.23

**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 2019/20**



April 2021

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Foreword and Acknowledgements

Under the situation of the COVID-19 pandemic over the globe, we are facing the struggles and challenges in all kinds of activities of WCO including our capacity building activities. Many scheduled workshops and meetings have been postponed until we introduced virtual workshops around fourth quarters of 2020 instead of face-to-face style in order to move our activities forward. As we have been committed to organize capacity building programs and related activities for WCO Members in Asia Pacific region since its establishment in 2004, we believe that Members are needed to and still able to strengthen their skills and capabilities in performing the Customs roles by applying lesson learnt and disseminate pertinent information to the right colleagues or divisions for further development of their home administrations after attending WCO workshops even in the pandemic situation.

Since 2015, the ROCB A/P has been conducting “The Follow-Up Actions Survey” after the participation in WCO Regional/Sub-regional workshops to evaluate both direct and indirect impact to the administrations’ performance of Members. 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 2019/2020’ has been published and distributed for our Members.

To respond to the current situation, we continue to support our capacity building activities by organizing virtual workshop. However, in the near future, we hope that the situation of the pandemic will soon be better and we aim to resume face-to-face workshops for our Members. We also committed for delivering workshop for Members as much as possible in next fiscal year.

Last but not least, we would like to convey our appreciation to Member’ continued support, and wish that this report will benefit and brought Members to further development including initiatives of Customs administrations.

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Head of ROCB A/P



Executive Summary

In the FY 2019/20 (July 2019 – June 2020), the ROCB A/P organized a total of 6 regional/sub-regional workshops in which 4 workshops were subjected to the sixth round of the “Survey on the Follow-up Actions taken after the Participation in the WCO Regional Workshop” being conducted 6 months after the respective workshops (hereinafter referred to as “the Survey 2020”). The total number of WS has dramatically dropped to about half of previous FY years, because of some planned workshops postponed due to the COVID-19 pandemic.

The total no. of replies to the Survey 2020 is 28. In spite of the rate of overall reply increases to 70% (54% in 2019), the rate of reply received from the participants of sub-regional workshops is around 89%. 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 2020 reveals that the most common follow-up actions are sharing/circulation of training materials with colleagues (82%) and submission of reports to superiors (68%), different from the findings in the past surveys which show that percentage of submission reports to superior is always higher than sharing/circulation of training materials with colleagues. There are proven correlations between follow-up actions and realization of direct effects as well as initiation of new projects. 75% of the respective respondents realized positive effects from circulating/sharing training materials and organizing in-house workshop, while 68% 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 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 2020

2.1 Response to the Survey 2020

In the FY2019/20, the ROCB A/P organized a total of 6 regional/sub-regional workshops, excluding the accreditation workshops. 4 of which were subjected to the sixth round of the Survey (hereinafter referred to as “the Survey 2020”). 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.

Among the 4 subjected workshops, 3 were specially designed for sub-regional Members and another one for regional workshop. The total number of replies to the Survey 2020 is 28. In spite of the rate of overall reply increases to 70% (54% in 2019), the rate of reply received from the participants of sub-regional workshops is around 89%. 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 or 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 2020

WCO Regional/Sub-regional Workshops		No. of participated administrations	No. of replies
(1)	WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	5	4
(2)	WCO Regional Workshop on AEO (Dec. 2019)	22	12
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	6	6
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	7	6
Sub-total of Sub-Regional Workshops		18	16 (89%)

Sub-total of Regional Workshops	22	12 (55%)
Total	40	28 (70%)

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	2	3	2	2
(2)	11	10	8	3	3	3
(3)	4	4	4	3	3	2
(4)	4	3	1	2	2	3
Total	23	19	15	11	10	10

*(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) submit reports to their management, (2) circulate/share the distributed training materials with their colleagues in the relevant departments/divisions, and (3) make recommendations to their senior officials for consideration.

“Others” includes outreaching activities as well as proposing public awareness and knowledge sharing with other government agencies and private sector, 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:

- Updated automated Risk Management System, procedures, and guidelines (Maldives - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- Proposed public awareness to present compliance program and to introduce AEO program. (Tonga - WCO Regional Workshop on AEO)
- Putted content regulations on the authority level to sign the MRA in the submission Decree (Vietnam - WCO Regional Workshop on AEO)
- Implemented AEO Program on Strategic Action Plan 2020-2024. (Maldives – WCO Regional Workshop on AEO)
- Forwarded information to the Fiji Intellectual Property Office to be applied in the new Fiji Trademark Bill (Fiji - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)

2.2.1 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 2019/2020, 19 respondents (68%) had submitted reports to their seniors and took responsibility in reporting.

2.2.2 Share training materials

23 respondents (82%) 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.

2.2.3 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, 15 (54%) out of 28 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

Although 11 (39%) out of 28 replies shows that an in-house workshop does not necessarily mean to be in large scale or with long duration, it had definitely reinforced the improvement in efficiency and effectiveness of Members' work. It can be a succinct briefing or a detailed presentation on the lessons learnt together with an illuminating discussion with a group of colleagues or teammates and strongly recommended for Members.

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

- Improved the knowledge and enhance skill of participants. This knowledge trickles down to other colleagues in the administrations which results in improvement in efficiency of Customs Administrations. (Indonesia - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- More officers are aware of risk management techniques that can lead to facilitation improvement and better focus on high-risk management. (Maldives - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- The staff of the AEO office and the AEO/MRA Working Group have been updated with the learnings from the workshop. (Fiji - WCO Regional Workshop on AEO)
- Learnt the latest development of the AEO program in the AP region and reviewed the HK AEO program for enhancement. (Hong Kong - WCO Regional Workshop on AEO)
- Improved understanding on concept of IPR and counterfeiting and shared knowledge to maximize understanding of IPR and best practices from around the region to colleagues. (Papua New Guinea - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Frontline officers changed their way of targeting cargo for inspection from checking and confirming value for duty paid to checking IPR infringing goods. (Papua New Guinea - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Shared techniques with colleagues within the division such as using Kahoot. (Thailand - WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)

(b) Strategic empowerment

- Decided to conduct a training program for developing and updating risk registers according to Risk Management Framework and SOP. (Nepal - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- Improved risk register and trader profiles in accordance with the lesson learned. Categorization of traders into different segment based on their previous offences available with NCEN is currently going on. (Sri Lanka - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- Prepared Compliance Program and set up schedule for public awareness particularly on export sectors. (Tonga - WCO Regional Workshop on AEO)
- Organized AEO business conference for the first time after 8 years of implementation and put content regulations on the authority level to sign the MRA in the submission Decree. (Vietnam - WCO Regional Workshop on AEO)
- Enabled to make relevant recommendations to improve IPR policies at home administrations after understanding well the concept of IPR and Piracy and the best practices around the region ((Papua New Guinea - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Looked forward to establish IPR section in Tonga Customs. (Tonga - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Revised new contents for the curriculum for another regional training course. (Laos - WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)
- Conducted an arrangement to revise Customs Valuation Regulations, and another regulation about Price Review Clauses Article 13 of WTO Agreement on Implementation of Article VII GATT 1994. (Indonesia - WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)

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 Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	3	1	2
(2)	WCO Regional Workshop on AEO (Dec. 2019)	11	4	7
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	6	5	1
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	6	3	3
Total		26	13 (50%)	13 (50%)

50% 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 50% 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:

- Compliance Division has better approach to ensure AEOs complying to laws and regulations. The approach is not merely auditing but also giving advice for self-improvement. (Malaysia - WCO Regional Workshop on AEO)

Changed in the mind-set of how potential companies are to be approached. (Fiji – WCO Regional Workshop on AEO)

- Frontline officers became more knowledgeable in WTOVA which led them to enable to handle trade facilitation and customs control properly (Myanmar - WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)
- Officers are more understanding the context of Customs Valuation, where to doubt, and what are the high risks. (Cambodia – WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)
- Awareness and refresh sessions within division have been put in place to update officers on effective approaches that need to carry out for improvement on IPR. (Samoa - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Frontline officers changed their way of targeting cargo for inspection from checking and confirming value for duty paid to checking IPR infringing goods. Also, genuine distributors and suppliers register their products to avoid other importers importing substandard goods under the genuine brands after detecting the same at the shores. (Papua New Guinea – WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- The training has enhanced the skill and knowledge of customs officials to monitor online documents on the basis of risk parameters. (Nepal - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)

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. Despite the correlations between direct effects realized and individual follow-up action decreased respectively (58% in 2019 dropped to 35% in 2020 for sharing materials while 52% in 2019 decreased to 45% in 2020 for organizing in-house workshops), 75% (86% in 2019) 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 ¹ shared workshop materials	Member participants organized in-house workshop	Member participants realized direct effects
(1)	WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	IN, MV, <u>NP</u> , LK	IN, MV, LK	NP
(2)	WCO Regional Workshop on AEO (Dec. 2019)	AU, BD, HK, ID, <u>FJ</u> , <u>MY</u> , MV, MN, <u>TH</u> , VN, TO	<u>FJ</u> , <u>MY</u> , TO	FJ, JP, MY, TH
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	<u>VU</u> , <u>PG</u> , <u>TO</u> , TL	WS, <u>PG</u> , <u>TO</u>	VU, PG, FJ, TO
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	MY, TH, <u>KH</u> , ID	KH, <u>LA</u>	KH, MM, LA
Total		23	11	12
Numbers and percentage of respective actions presumably led to realizing direct effects		8 (35%)	5 (45%)	-
Number and percentage presumably attributed to sharing materials and/or in-house workshops				9 (75%)

¹ Please refer to Appendix 2 the Abbreviation of A/P Member Administrations

(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 2020, respondents were asked whether or not the WCO workshops had contributed to improve work efficiency and effectiveness in their home administrations. Among the 28 replies to this question, 100% 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 Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	4	4	0
(2)	WCO Regional Workshop on AEO (Dec. 2019)	12	12	0
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	6	6	0
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	6	6	0
Total		28	28 (100%)	0

Some good examples of work improvement are listed as below:

- More officers are aware of risk management techniques that can lead to facilitation improvement and better focus on high-risk consignments. (Maldives - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- Brought the proper protection of IPRs at border and domestic markets including enhanced cooperation with private sector in combating counterfeit and piracy. (Fiji - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)
- Increased understanding of Valuation methods under WCO (Malaysia - WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation)
- Increased AEO team's depth of knowledge of the diversity of AEO programs. This knowledge is helpful to improve Australian Trusted Trader program. It also built relationships within the region which will be of ongoing benefit by opening up working level lines of communication (Australia - WCO Regional Workshop on AEO)
- Will continue to review and enhance AEO accreditation process (Hong Kong – WCO Regional Workshop on AEO)
- Raised awareness on the Development of Regional Cooperation and Strategy in the context of AEO and other AEO workshops has contributed to improve skills of officers to manage and enhance programs in Indonesia (Indonesia – WCO Regional Workshop on AEO)
- Contributed how to develop AEO application system and updated AEO regulations on how to exchange AEO company's list with partners of Customs Administration. (Mongolia – WCO Regional Workshop on AEO)

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 26 of respondents, 73% 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 Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	4	2	2
(2)	WCO Regional Workshop on AEO (Dec. 2019)	12	10	2
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	6	3	3
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	4	4	0
Total		26	19 (73%)	7 (27%)

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

- Conducted a training program for developing and updating risk registers by participating concerned Customs officials (Nepal - WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers)
- Enhanced the benefits to HKAEOs that can enjoy priority when applying for the FTA Transshipment Facilitation Scheme. It aims to save operating cost of HKAEOs and facilitate business development. (Hong Kong - WCO Regional Workshop on AEO)
- Started several Training Module for AEO program and launched a Drone Unit. Also run pilot test for the use of electronic seal for the AEOs and made it as

alternative facilitation for the AEOs. (Malaysia - WCO Regional Workshop on AEO)

- Will implement the online application for new applicants via Thai Customs Department and Thai AEO website that will facilitate operators on submitting documents and reducing process. Operators can also close consult with AEO officers via this online channel. (Thailand - WCO Regional Workshop on AEO)
- AEO application system projects has been developed (Mongolia – WCO Regional Workshop on AEO)
- Elaboration of regulations and policies including Clearance of Trademarks and Copyright Goods. This will give an idea to the staff and the management with the impact that these issues present to the community. (Samoa - WCO Sub-regional Workshop on Combating Counterfeiting and Piracy)

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. 68% 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 ² submitted reports	Member participants made specific recommendations	Member participants initiated new projects
(1)	WCO Asia/Pacific Sub-regional Workshop for Risk Management Trainers (Nov. 2019)	<u>MV</u> , LK	<u>MV</u> , LK	MV , NP
(2)	WCO Regional Workshop on AEO (Dec. 2019)	AU, BD, <u>HK</u> , <u>ID</u> , <u>MN</u> , <u>JP</u> , <u>MY</u> , <u>TO</u> , <u>TH</u> , <u>VN</u>	AU, BD, <u>JP</u> , <u>ID</u> , <u>MY</u> , <u>TH</u> , <u>VN</u> , <u>TO</u>	FJ , HK , ID , JP , MY , MV , MN , TH , TO , VN
(3)	WCO Sub-regional Workshop on Combating Counterfeiting and Piracy (Jan. 2020)	VU, <u>WS</u> , PG, <u>FJ</u>	VU, <u>WS</u> , PG, <u>FJ</u>	WS , FJ , TO
(4)	WCO Sub-regional Train-the-Trainer Workshop on Customs Valuation (Jan. 2020)	KH, <u>LA</u> , <u>ID</u>	<u>ID</u>	TH, MM, LA , ID
Total		19	15	19
Numbers and percentage of respective actions presumably led to realizing direct effects		13 (68%)	10 (67%)	--
Number and percentage presumably attributed to sharing materials and/or in-house workshops				13 (68%)

(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.

² Please refer to Appendix 2 the Abbreviation of A/P Member Administrations

3. Conclusion

Referred to the findings of Survey 2020, the ROCB A/P observes that the workshop participants did brought an abundance amount of information and learning back home and sharing to their right officers/divisions including practically applied them in their administrations through different kinds of follow-up actions. It also reveals the pertinent information on these exemplifying follow-up actions and provides a snapshot of the impact that these capacity building programs had on the performance of the regional Member administrations in terms of work efficiency and effectiveness as well as organizational development.

As a matter of fact, the impact of these exemplifying follow-up actions mentioned earlier are recognized by participants as well as their management officials and such potential benefits are significant and should be highlighted. The ROCB A/P believes that participation of the right persons to the workshop with clear objectives, the ownership and their high commitment of the respective workshop participants are the keys for harvesting the good fruits from the collective efforts towards Customs reform and modernization.

In the next FY, The ROCB A/P will continue our 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.

For questions and comments to this Good Practice Report or the Follow-Up Actions Survey, please feel free to write to Ms. Pavida Boonmun, Assistant Program Manager of ROCB A/P, at maypavida@rocbap.org or Mr. Norikazu Kuramoto, Head of ROCB A/P, at norikazu.kuramoto@rocbap.org.