



MEKONG  
INSTITUTE



Project on “Upgrading Border Facilitation for Trade and Logistics Development in the Lancang–Mekong countries”

COMPLETION  
REPORT

# Regional training program on Coordinated Border Management (CBM)

March 25 – 27, 2019



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## ACKNOWLEDGEMENTS

We, Mekong Institute (MI), would like to express our appreciation to the 24 participants from Cambodia, China, Lao PDR, Myanmar, Thailand, and Vietnam, for the active engagement in the regional training program on "Coordinated Border Management" from March 25 – 27, 2019. The participants successfully completed all the program activities, proactively contributed to the discussion and group work, and shared country experiences on related topics during the training.

The training program could not be accomplished without the generous support from the Lancang–Mekong Cooperation Special Fund LMCSF).

We would also like to thank all internal and external resource persons for providing technical expertise and sharing their knowledge, lessons learned and best practices with all participants during the training course.

Lastly, we wish to thank the Project Team of the Trade and Investment Facilitation (TIF) Department and all the Mekong Institute (MI) staff members involved for their support and assistance to preparation and completion of the training program.

Mekong Institute  
Khon Kaen, Thailand  
April 2019

## EXECUTIVE SUMMARY

Mekong Institute (MI), with support from the Lancang–Mekong Cooperation Special Fund (LMCSF), successfully conducted a three-day training on "Coordinated Border Management" from March 25 – 27, 2019. The training aimed to enhance capacity for the government officials from the Lancang–Mekong countries with a focus on (i) International Conventions and Practices in Coordinated Border Management (CBM) and Trade Facilitation; (ii) Trade Facilitation in the Greater Mekong Sub-Region (GMS), Central Asia Regional Economic Cooperation (CAREC) program and international practices; and (iii) Single Window as part of Customs Modernization for Trade Facilitation.

A total of twenty four (24) participants from the Lancang-Mekong countries attended the training: (i) 02 Cambodian from General Department of Customs and Excise, and Poipet Customs Office; (ii) 06 Chinese from the Kunming Customs, Ruili Customs, and Hekou Customs; (iii) 02 Laotian from Dansavanh Customs, and Ministry of Agriculture and Forestry; (iv) 03 Burmese from Muse Customs Office, and Myawaddy Customs Offices; (v) 06 Thai from Thai Customs Department, Aranyaprathet, Mukdahan Customs Offices, and Aranyaprathet, Chiang Khong, Mae Sot, and Mukdahan SPS Offices; and (vi) 03 Vietnamese from Vietnam Customs, and Lao Bao Customs and SPS offices, respectively.

The TIF team and five (05) resource persons facilitated and delivered three inter-related subjects on (i) International Conventions and Practices in Coordinated Border Management (CBM) and Trade Facilitation; (ii) Trade Facilitation in the Greater Mekong Sub-Region (GMS), Central Asia Regional Economic Cooperation (CAREC) program and international practices; and (iii) Single Window as part of Customs Modernization for Trade Facilitation.

The training program was conducted in a highly effective interaction approach through the instructions and facilitation by the resource persons and actions taken by the participants through theme-based presentations, discussions, and group work.

In consideration of the effectiveness of the training program, different evaluation methods such as pre- and post-training assessment and final assessment were employed. First, the pre- and post-training self-assessment was used to measure the participants' improvement in their knowledge and understanding of each of the training contents by topics. The self-evaluation showed an overall increase in knowledge as described in

Figure 15 and Table 4, respectively.

Significantly, the post-training evaluation was conducted for the whole training program. In response to the question on "What is your overall assessment of the organization of the training", the participants

presented their satisfaction of the training with the average rating of 4.17 / 5.00 (Satisfied). Also, the participants indicated that the training contents and design were very much appropriate and knowledge they acquired could be applicable to their current works with the average rating of 3.88 / 5.0, 3.71 / 5.0, and 3.88 / 5.0, respectively. Moreover, most participants commented that they enjoyed the sessions of Single Window as part of Customs Modernization for Trade Facilitation in terms of contents and methodology during the training program.

For further improvement of the training program, the participants suggested that (i) abbreviations in power points presentation (PPT) be explained in full as the terms are new; (ii) field visit/structural learning visit (SLV) be included in the training program; (iii) more facts through specific examples and practical experience in the LM countries be provided so as to help the learning process, e.g. better acquirement of knowledge and experience in a practical manner; (iv) training documents be provided before the sessions that helps the participants better prepare for discussion and knowledge sharing; (vi) there be more dynamic group discussions of each training topics; and (vii) alumni group be created to maintain communication and professional network.



## ABBREVIATIONS AND ACRONYMS

ADB	Asian Development Bank
ASEAN	Association of Southeast Asian Nations
ASW	ASEAN Single Window
BOD	Board of Director
CAREC	Central Asia Regional Economic Cooperation
CBEZ	Cross Border Economic Zone
CBM	Coordinated Border Management
CBTA	Cross Border Transport Facilitation Agreement
CCA	Common Control Area
CCLMTV	Cambodia, China, Lao PDR, Myanmar, Thailand, Vietnam
CIQ	Customs, Immigration, Quarantine
CNSW	Cambodia National Single Window
ECP	Economic Competitiveness Package
EDI	Electronic Data Interchange
EWEC	East-West Economic Corridor
GDCE	General Department of Customs and Excise, Cambodia
GDP	Gross Domestic Product
GMS	Greater Mekong Sub-region
ICT	Information and Communication Technology
JCC	Joint Customs Control
Lao PDR	Lao People's Democratic Republic
LM	Lancang-Mekong
LMC	Lancang - Mekong Countries
LMCSF	Lancang - Mekong Cooperation Special Fund
MI	Mekong Institute
MOU	Memorandum of Understanding
NIDA	National Institute of Development Administration, Thailand
NSW	National Single Window
OSCE	Organization for Security and Co-operation in Europe
PRC	People's Republic of China
RKC	Revised Kyoto Convention
SEZ	Special Economic Zone
SSI	Single Stop Inspection
SWI	Single Window Inspection
TIF	Trade and Investment Facilitation
UK	United Kingdom
USA	The United State of America
VNSW	Vietnam National Single Window
WCO	World Customs Organization

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## I. AN OVERVIEW AND RATIONALE FOR THE TRAINING PROGRAM

1. The Lancang–Mekong Cooperation is one of the important regional cooperation mechanisms in the sub-region with the cooperation of the six countries, namely Cambodia, China, Lao PDR, Myanmar, Thailand, and Viet Nam. As part of the LM Cooperation Framework, connectivity and cross–border economic cooperation, including trade and trade facilitation, are the important areas that serve as an important catalyst for economic development in all countries. As a matter of fact, the GDP of all LM countries experienced growth over the past ten years despite difference in growth rates among the countries as illustrated in Table 1<sup>1</sup>.

**Table 1. Growth Rates of the LM Countries (2007 – 2017)**

Country/Region	Unit: Percent (%)										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>GMS</b>	8.21	5.67	4.95	8.96	5.75	8.21	6.28	4.95	5.83	5.63	6.20
<b>Cambodia</b>	10.21	6.69	0.08	5.96	7.06	7.31	7.35	7.14	7.03	6.95	7
<b>Guangxi, PRC</b>	15.1	12.8	13.9	14.2	12.3	11.26	10.2	8.50	8.1	7.3	7.3
<b>Yunnan, PRC</b>	12.2	10.6	12.1	12.3	13.7	12.95	12.1	8.1	8.7	8.7	9.5
<b>Lao PDR</b>	7.59	7.82	7.50	8.52	8.03	8.02	8.02	7.61	7.26	7.02	6.8
<b>Myanmar</b>	11.99	10.25	10.55	9.63	5.59	7.33	8.42	7.99	6.99	5.87	6.8
<b>Thailand</b>	5.43	1.72	(-0.7)	7.51	0.84	7.24	2.68	0.98	3.02	3.28	3.90
<b>Viet Nam</b>	7.12	5.66	5.39	6.42	6.24	5.24	5.4219	5.98	6.67	6.21	6.81

Source: Asian Development Bank (ADB), Greater Mekong Sub-region (GMS) Statistics, 2018

2. Trade cooperation between and among the LM countries has been growing over the years. It can be seen that the intra-trade in the LM sub-region was led by China with an amount of US\$ 1,472 billion, and followed by Thailand with US\$ 840.4 billion, Viet Nam with US\$ 750.9 billion, Myanmar with US\$ 164.5 billion, Cambodia with US\$ 102.5 billion, and Lao PDR with US\$ 67.8 billion, respectively, from 2007 to 2017 as stated in Chart 1. Individually, an increasing trend in trade of China, Thailand, and Viet Nam with the sub-region over the years was noted, while intra-trade of the other member countries fluctuated over time.

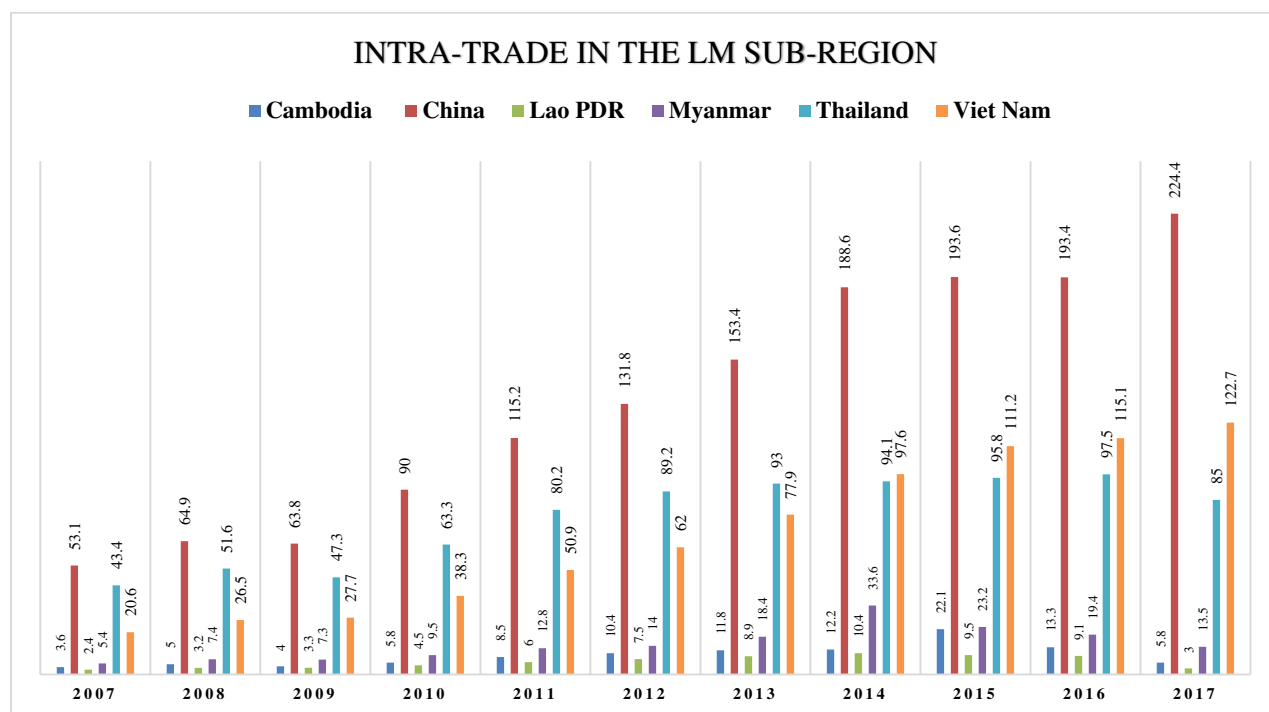
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<sup>1</sup> The GDP growth rate of China is represented by those of Guangxi and Yunnan



- Given the development gaps among the LM countries, especially in trade, there exists a need for improvement of both hard and soft connectivity and power for this sub-region. As for trade facilitation, the national policies of the LM countries and their participation in the making of international and regional rules and practices have still been from sufficiency. This may lead to complicated customs formalities, complex approval procedures, and unsatisfactory coordination among the responsible agencies in trade facilitation, lack of policy consistency and stability.

**Chart 1. Intra-Trade in the LMC (2007–2017) | (in US\$ Billion)**



Source: Asian Development Bank (ADB), GMS Statistic, 2018

- According to the Doing Business report 2018 of the World Bank<sup>2</sup>, measurement of trade facilitation and investment facilitation conditions in different countries, Thailand, Viet Nam, and China were ranked at 26th, 68th, and 78th, respectively, while the rankings of Cambodia, Lao PDR, and Myanmar were 135<sup>th</sup>, 141<sup>st</sup> and 171<sup>st</sup>, respectively. This implies a large difference in trade facilitation measures and investments due to lack of harmonized systems among the LM countries.
- As for trade facilitation, the countries have made a significant improvement to border cooperation, administration reform, investment, and application of modern management and technologies, e.g. technologies applied to customs modernization. As a matter of fact, the LM countries had already signed the Cross-border Transport Facilitation Agreement (CBTA) as part of the Greater Mekong

<sup>2</sup> World Bank, Doing Business 2018, Information is available at [www.doingbusiness.org/data](http://www.doingbusiness.org/data)

Sub-regional (GMS) Economic Cooperation Framework, and the Nanning Initiative for Trade Facilitation between China and ASEAN. In this connection, the five-year LMC Action Plan for 2018–2022 stipulated that the LM member countries “promote facilitation of visa application, customs clearance and transportation, and discussion on implementing the single window model for cross-border clearance.” Furthermore, development of special economic zones (SEZs), and cross-border economic cooperation zones (CBEZs) have drawn attention from the LM countries and become an important part in the LM governments’ trade and investment agendas. However, the implementation of regional agreements, e.g. GMS, and ASEAN, on trade facilitation has still been a slow progress for both economic and political reasons. Therefore, strengthening of trade facilitation through removal of non-physical barriers to trade, in consideration and adoption of effective measures in border management, play a critical role to reinforce trade and economic cooperation between the LM countries.

6. Implementing the Project on “Upgrading Border Facilitation for Trade and Logistics Development in the Lancang–Mekong countries”, Mekong Institute (MI) has completed the first study (fact finding) on Improving Border Infrastructure and Regulations with a focus the land border areas and economic zones in the LM countries, and identified the need of capacity development for the project stakeholders in the area of trade facilitation and coordinated border management. To this end, MI organized a three-day regional training program on “Coordinated Border Management” (CBM) at Mekong Institute (MI), Khon Kaen, Thailand from March 25 – 27, 2019.

## II. TRAINING CONTENTS AND TOPICS

7. The three interrelated topics have been designed and provided to the participants as follows:

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**Module 1:** International Conventions and Practices in Coordinated Border Management (CBM) and Trade Facilitation

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**Module 2:** Trade Facilitation in the Greater Mekong Sub-Region (GMS); Central Asia Regional Economic Cooperation (CAREC) program; and international practices

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**Module 3:** Single Window as part of Customs Modernization for Trade Facilitation

8. A brief description of the training topics is summarized in Table 2 and details of each topic are described in the Curriculum Design Statement (CDS) as shown in APPENDIX 1.

**Table 2. Brief Description of Training Modules and Topics**

Module	Brief Description of Training Modules and Topics
<b>Module 1</b>	<p>The module provided the participants with insights and knowledge of:</p> <ul style="list-style-type: none"> <li>a) The World Customs Organization’s Economic Competitiveness Package’s instruments and tools in the core areas: <ul style="list-style-type: none"> <li>- Transparency and Predictability</li> <li>- Modernized Procedures and Formalities</li> <li>- Use of Information and Communication Technology</li> <li>- Partnership and Cooperation</li> <li>- Performance Measurement</li> <li>- The Revised Kyoto Convention and Coordinated Border Management (CBM)</li> <li>- WCO instruments and tools for Coordinated Border Management (CBM)</li> </ul> </li> <li>b) World Trade Organization (WTO) Trade Facilitation Agreement: History, Trade Facilitation Measures and Implementation in the LM countries</li> </ul>
<b>Module 2</b>	<p>The module provided the participants with practical knowledge, experience, and challenges facing the implementation of:</p> <ul style="list-style-type: none"> <li>- Transport and Trade Facilitation Initiative and Action Program along the GMS economic corridors, e.g. East–West Economic Corridor (EWEC) with a focus on coordinated border management model and transport and transport facilitation activities under ADB-funded Technical Assistance; and</li> <li>- Customs cooperation under CAREC program which concentrate on (i) Simplifying and harmonizing customs procedures and documentation; (ii) Upgrading ICT for customs modernization and information sharing mechanism; (iii) Enhancing risk management; and (iv) Joint customs control (JCC); and</li> <li>- International practices in implementing CBM, i.e. USA and EU CBM models.</li> </ul>
<b>Modules 3</b>	<p>The module introduced the key concept of single window, development landscape of single window from paper-based documentation to paperless trade as part of customs modernization, especially in ASEAN development context, and specific case of Thailand. The module consists of the following:</p> <ul style="list-style-type: none"> <li>- Concept of single window for international trade</li> <li>- Development of single window environment</li> <li>- Feature of modernized customs and single window models</li> <li>- ASEAN single window and implementation status</li> <li>- Thai national single window (NSW): Development and Experience</li> </ul>

### III. TRAINING PROGRAM AGENDA

9. The Regional Training on “Coordinated Border Management” comprised the following activities as specified in APPENDIX 3:
  - a. Orientation for the participants, including welcome remarks, program overview, get-to-know, and networking sessions.
  - b. Delivery of the three (3) technical sessions by five (05) internal and external resource persons.
  - c. Conclusion of training program, including training evaluation and reporting, certificate awarding, speech by national representatives, and the way forward.
  
10. While the activities and outputs of technical sessions are reported in Section VIII of this report, the activities related to the program orientation and conclusion of the training program are summarized as below:

#### 3.1. WELCOME REMARKS AND PROGRAM OVERVIEW

**Mr. Madhurjya Kumar Dutta, Director of Trade and Investment Department (TIF), Mekong Institute (MI)**



11. On behalf of the Mekong Institute (MI), Mr. Madhurjya Kumar Dutta warmly welcomed all the participant to the training program and presented an overview of the MI, including its background and development with a focus on development pillars and thematic areas, important mission in human resource development through capacity building, research, and policy consultation to promote regional cooperation in the GMS context.
  
12. In addition, Mr. Dutta introduced the Lancang–Mekong Cooperation Framework: (i) LM geographical areas, (ii) LMC’s prioritized sectors, and (iii) four projects funded by Lancang–Mekong Cooperation Special Fund (LMCSF) the MI has been implementing since 2018. As for the Regional Training Program on “Coordinated Border Management” as part of project “Upgrading Cross Border Facilitation for Trade and Logistics Development”, Mr. Dutta gave an overview of the objectives, contents, approach and methodology, composition of participants, resource persons, and program agenda, respectively.
  
13. Finally, Mr. Dutta expected that the training would not only provide the participants insightful knowledge on designed topics, but also serve as a platform for institutional and people connections. He also suggested that the participants proactively take part in discussions and share their countries’ experience each other as a way to make the training a success.

### 3.2. GETTING TO KNOW EACH OTHER

14. This activity offered opportunities for each of participants to make self-introduction, interview one another, exchange business information for better understanding and networking. This also aimed to help create a supportive and friendly environment for the participants during the training program.

### 3.3. SETTING EXPECTATIONS AND SETTING NORMS

**Mr. Kyaw Min Tun, Program Officer, Trade and Investment Facilitation Department (TIF)**



15. Mr. Kyaw Min Tun facilitated this session that intended to explore the participants' expectations from the training contents, methodology, co-participants, resource persons, facilitators and program structure. This session was important for the training team to understand of the participants' expectations and make appropriate adjustments, if any, that would make the training more effective. As such, four groups of participants discussed their expectations on the training program, and the way to share acquired knowledge and practical experience. Participants also discussed the norms to be set for the whole training course to ensure the good quality for the classes and participation. All their inputs were given due consideration throughout the training program. The questions and participants' expectations are summarized in Table 3.

**Table 3. Participants Expectation**

Questions	Participants' Inputs
What do you expect from this Training Course?	<ul style="list-style-type: none"><li>- Communication on border management</li><li>- Identify emerging impediment in trade facilitation</li><li>- Trade facilitation agreement under World Trade Organization</li><li>- Single Window in customs modernization</li><li>- Trade facilitation experience</li></ul>
What do you expect from your co-participants?	<ul style="list-style-type: none"><li>- Information sharing</li><li>- Networking</li><li>- Building friendship, good relationship, keeping in touch with each other</li><li>- Learning new knowledges</li></ul>

How do you like to contribute to the training program?	<ul style="list-style-type: none"> <li>- Sharing knowledge, experience, and best practice, i.e. Single stop inspection, National Single Window, customs procedure of each countries</li> <li>- Provide comments and feedbacks to the organizer</li> <li>- Initiate for new programs</li> </ul>
What should be norms during the training program?	<ul style="list-style-type: none"> <li>- Be punctual</li> <li>- Be cooperative</li> <li>- Active participation</li> <li>- Be open minded and respect of other ideas</li> <li>- No disruption during the presentation</li> </ul>

#### IV. RESOURCE PERSONS

16. One (1) in-house resource person from Mekong Institute (MI) and five (5) external resource persons and respective training modules are summarized as below:

<p><b>1. MRS. KRITTIKA PANPRASERT</b>  <b>Director of Tax Incentive Bureau</b>  <b>Thai Customs Department</b></p>	<p><b>Module 1: International Conventions and Practices in Coordinated Border Management (CBM)</b></p> <ul style="list-style-type: none"> <li>- Overview of International Conventions and Practices in CBM</li> <li>- WCO’s Instruments and Practices</li> <li>- Discussion of Revised Kyoto Convention and WCO’s Instrument for CBM and Practices</li> </ul>
<p><b>2. MR. QUAN ANH NGUYEN</b>  <b>Program Specialist, TIF, MI</b></p>	<p><b>Module 1: International Conventions and Practices in Coordinated Border Management (CBM)</b></p> <ul style="list-style-type: none"> <li>- Fundamentals</li> <li>- International Organizations in Trade Facilitation</li> <li>- Trade Facilitation Agreement</li> <li>- Trade Facilitation Implementation</li> </ul> <p>Group Discussion and Presentation of challenges facing TFA implementation in the LMC</p>
<p><b>3. MR. DAVID MARTIN</b>  <b>High Level Economic Integration Advisor, Asian Development Bank (ADB)</b></p>	<p><b>Module 2: Regional Facilitation in the Greater Mekong Sub-Region (GMS); Central Asia Regional Economic Cooperation (CAREC) Program; and International Practice</b></p> <ul style="list-style-type: none"> <li>- Background of CBM</li> <li>- Facilitation of frontier formalities in the GMS</li> <li>- Example of CBM implemented at Lao Bao – Dasavanh</li> <li>- Lessons from Mukdahan – Savannkhet</li> <li>- Lessons from Moc Bai – Bavet</li> <li>- Conclusions and recommendations</li> <li>- Next steps</li> </ul>
<p><b>4. MS. ROSALIND MCKENZIE</b>  <b>Senior Regional Cooperation</b></p>	<ul style="list-style-type: none"> <li>- CAREC Program</li> <li>- CAREC Customs Cooperation Committee</li> </ul>

<b>Specialist, Asian Development Bank (ADB)</b>		<ul style="list-style-type: none"> <li>- CAREC Integrated Agenda 2030</li> <li>- CAREC Activities that support CBM</li> </ul>
<b>5. MR. SAPPHASUK WIJAIWORAKIT</b>	<b>Senior Computer Technical Officer, Thai Customs Department</b>	<b>Module 3: Single Window as part of Customs Modernization for Trade Facilitation</b> <ul style="list-style-type: none"> <li>- Concept of Single Window for International Trade</li> <li>- Development of Single Window Environment</li> <li>- Feature of Modernized Customs and Single Window Models</li> <li>- ASEAN Single Window (NSW): Development and Experience</li> <li>- National Single Window of Thailand, Development Experience and Lesson Learnt</li> </ul>

## V. TRAINING METHODS

17. All training modules, including case studies and best practices, were drawn from and tailored to the LM context and focused on practical knowledge and adult learning principles. The training employed a participatory approach and linked to the realities of the LM countries. Each training module was designed and delivered using the “integrated curriculum” approach. The designed integrated curriculum aimed to achieve the training objectives and outcomes. The salient features of this approach were based on the following:
- a. Trainee/participant-oriented
  - b. Two-way interaction and information exchange between and among (i) the trainers (resource persons) and participants; and (ii) participants to participants
  - c. Theoretical knowledge in combination with practical experience and lesson learnt through case studies on CBM implementation.
18. The MI expected that all participants will accept three progressive stages under the training program: (i) Learn to Do, (ii) Do to Learn, and (iii) Share to Learn and concept of the modular training as described in Figure 1 as below:

**Figure 1. Modular Training Approach**

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**Learn to Do**

Each training module will start with the participatory training sessions where the participants are provided with the concepts and model of coordinated border management (CBM). At this cognitive stage, learner-centered instruction applied where the trainer is a leader of a community of learners, devising ways to promote inquiry, higher order thinking, problem solving, higher levels of literacy and engagement. This is a conceptualizing stage which requires processing and drawing on a rich knowledge base of content, methods appropriate to the content, and technology appropriate to the content.

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**Do to Learn**

This competency-based module has been classified as a form of work-based learning. Immediately, after the new skills/knowledge have been acquired, the participants will then carry out their corresponding assignments, e.g. after completing deliberation on the concept and knowledge of coordinated border management (CBM) participants will be given assignments to identify, design a particular activity in groups. This application or “doing” (psychomotor) enables the participants to apply the ideas and concepts expressed in cognitive objectives. This stage may be carried out using case studies and simulation exercises.

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**Share To Learn**

Before progressing to another learning module, there will be a share-to-learn session where each individual / group will have chance to present their outputs and share the learning/working experience with others. Lessons learned and practical experiences from the actual applications will be shared and innovative knowledge and skills will emerge and become institutionalized.

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19. The training program emphasized more on peer learning and learning by doing. As such, good opportunities were created in and out of classes for participants to share and exchange knowledge, experience, information, and build up future cooperation.
20. In addition, the Board of Directors (BODs) was an effective tool used to engage the participants in facilitating the training program. The BODs consisted of participating representatives. The first session of every morning started with BOD’s review of the previous day’s session and exercises, and reporting participants’ feedback to the class. The BOD was used as a participatory method for assessing the progress of participants’ learning and training program on a daily basis. This way helped the resource persons and facilitators identify key points which needed reiterating, and provided references for adjustment to the program, if necessary.
21. In practice, 24 participants were divided into three groups and each group consisted of eight to participants. Each group was assigned as BOD for each training day. The assigned BOD was responsible for following tasks; (i) to recap the training contents and training methods applied by resource persons, (ii) energizing the training atmosphere and co-participants and time keeping, (iii) collecting the co-participants’ feedback, (iv) discussion with the organizing team, (v) representing the group to present the training discussions and others.



22. The reflection on the participants' understanding of training contents and session synthesis were carried out by each of assigned BODs. At each training session, each group worked together in group exercises and discussions. Upon completion of each group discussion, the representatives of participants presented the discussion results as an effective way to reflect their perspectives and knowledge exchange.

## VI. PARTICIPANTS INFORMATION

23. A total of twenty four (24) participants, the senior and mid-level government officials, from Lancang–Mekong (LM) Countries, including Cambodia, China, Laos, Myanmar, Thailand, and Viet Nam (CCLMTV) attended the training program. They represented the Government ministries and concerned agencies involved in customs and sanitation and phyto-sanitation (SPS) / quarantine operations at the border check points, including:

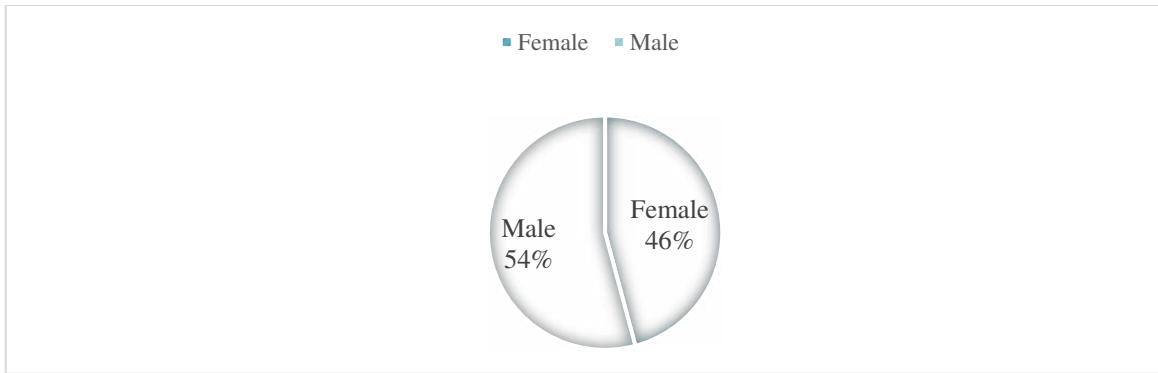
- a. Two (02) Cambodian from the General Department of Customs and Excise, and Poipet Customs Office;
- b. Six (06) Chinese from the Kunming Customs, Ruili Customs, and Hekou Customs;
- c. Two (02) Laotian from Dansavanh Customs, and Ministry of Agriculture and Forestry;
- d. Three (03) Burmese from Muse Customs Office, and Myawaddy Customs Offices;
- e. Six (06) Thai from Thai Customs Department, Aranyaprathet, Mukdahan Customs Offices, and Aranyaprathet, Chiang Khong, Mae Sot, and Mukdahan SPS Offices; and
- f. Three (03) Vietnamese from Vietnam Customs, and Lao Bao Customs and SPS offices.

24. The participant's gender composition of 46% - 54% is shown in **Figure 2**, and the number of participants by country is shown in

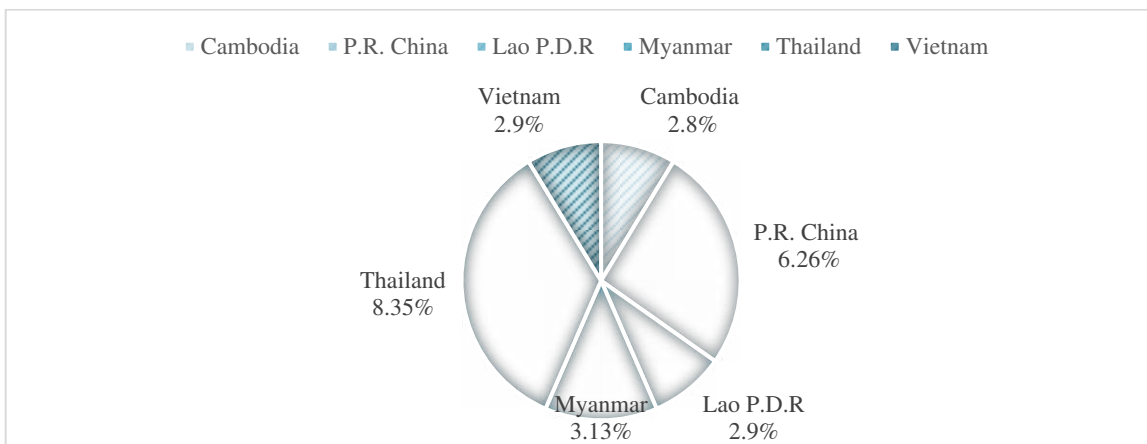
25. **Figure 3**. The participants' organizations and contact details are shown in APPENDIX 6. MI E-LEARNING

26.

**Figure 2. Gender Composition**



**Figure 3.** Participant Information by Country



## VII. TRAINING OUTPUTS AND OUTCOMES

27. Throughout the training program, MI’s training approach – “Learn to Do”, Do to Learn”, and ‘Share to Learn” was adopted and implemented. The participants gained knowledge and skills delivered and shared by the six (6) in-house resource persons and external experts who facilitated and delivered inter-related modules on: (i) International Conventions and Practices in Coordinated Border Management (ii) Regional Facilitation in the Greater Mekong Sub-Region (GMS); Central Asia Regional Economic Cooperation (CAREC) Program; and International Practice, and (iii) Single Window as part of Customs Modernization for Trade Facilitation.
28. The training program was conducted in a highly effective interaction approach through the instructions and facilitation by the resource persons and actions taken by the participants through theme-based presentations, discussions, and group work. These enhanced an inter-exchangeable learning environment where the participants could effectively discuss the topics and share their knowledge and experience with the resource persons and other co-participants.

## MODULE 1: INTERNATIONAL CONVENTIONS AND PRACTICES IN COORDINATED BORDER MANAGEMENT

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### SESSION 1: INTERNATIONAL CONVENTIONS AND PRACTICES IN CBM

**Mrs. Krittika Panprasert, Director of Tax Incentive Bureau, Thai Customs Department**



29. Mrs. Krittika Panprasert delivered a session on international conventions and practices in coordinated border management (CBM) with substantial discussion on topics: (i) World Customs Organization’s Economic Competitiveness Package’s instruments and tools (ECP) in the core area, (ii) Revised Kyoto Convention and WCO’s instrument for CBM and practices and (iii) WCO instruments and tools for CBM.
30. Mrs. Krittika started the session with an introduction to CBM which cover (i) coordination among at border and behind border agencies; and (ii) international cooperation in CBM. The ultimate objective of CBM aimed at greater efficiencies in facilitating trade flows while ensuring trade compliance. In this connection, the resource person (RP) mentioned that WCO has published the Customs Compendium for integrated border management since 2006. CBM is also known as “Integrated Border Management” by the European Union; “Collaborative Border Management” by the World Bank; and “Comprehensive Border Management” by the Organization for Security and Co-operation in Europe (OSCE).
31. As per the RP’s perspective, the Revised Kyoto Convention was the only one International Convention which covered all issues relating to CBM. In principle, facilitation and trade compliance are equally important and CBM makes it convergent. To this end, CBM should be an interactive and re-iterative process and beyond ready-made solutions, and delivered at various levels, globally, regionally, and nationally.
32. Explicitly, Mrs. Krittika Panprasert discussed the topics:
- a. World Customs Organization’s Economic Competitiveness Package’s instruments and tools (ECP) in the core areas (i) Transparency and predictability; (ii) Modernized procedures and formalities; (iii) Use of information and communication technology; (iv) Partnership and cooperation, and (v) Performance measurement.
  - b. World Customs Organization (WCO): (i) Revised Kyoto Convention and WCO’s instrument for CBM and practices; and (ii) WCO instruments and tools for CBM
33. Mrs. Krittika Panprasert shared her experiences in preparation to become contracting parties to the RKC, including making policy’s decision, consultative workshop on RKC’s advantages, gap analysis, legislation drafting, public hearing, approval of cabinet, acceding to RKC, and implementation in compliance with the RKC.

34. In summary, the participants, throughout this session, could obtain the background of CBM from the international conventions, especially the Revised Kyoto Convention’s principles and WCO’s instruments, as well as practical knowledge from Thailand’s practical experience.

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**SESSION 2: WORLD TRADE ORGANIZATION TRADE FACILITATION AGREEMENT**  
**Mr. Quan Anh Nguyen, Program Specialist, TIF, Mekong Institute**



35. Mr. Quan began the session with introduction of free trade (the case of Hong Kong economy) and the importance of trade facilitation. This aimed to bring the participants to the background of free market and trade liberalization in connectivity with creativity and innovation, GDP growth, and poverty reduction.

36. In line with the training objective, the following topics were discussed: (i) Fundamentals of trade facilitation; (ii) International organizations in trade facilitation; (iii) Trade facilitation agreement (TFA), and (iv) Trade facilitation implementation. Methodologically, this session mainly facilitated the discussion of the participants in addition to knowledge and information provided. As such, the RP (i) explained the fundamental concept and the four pillars of trade facilitation, namely simplification, harmonization, standardization, and transparency; and concept and definitions of trade facilitation from perspectives of different international organizations; (ii) introduced 12 trade facilitation measures and the implications of categories A, B, and C under the WTO Trade Facilitation Agreements (TFA); and (iii) presented the trade facilitation implementation result of the LM countries (2012–2017). In this sense, trade facilitation measures require investment in both soft and hard infrastructure, which was understood as an enabling environment, e.g. legal and regulatory reforms, development of business processes and procedures, capacity development, application of modern ICT, and so on.

37. The notifications of the categories of trade facilitation measures (A, B, and C) by the LM countries, and TFA implementation results showed a gap in trade facilitation, or particularly in coordinated border management, where China and Thailand have made a greater progress (with higher performance scores) and trade facilitation has developed at an advanced level as compared to Viet Nam, Cambodia, Myanmar, and Lao PDR.

38. Before ending Session 2, the participants were requested to work in groups on key challenges: (i) physical and/or (ii) non-physical barriers to the TFA implementation in each of LM countries. The group discussions and results were presented in the class and summarized as follows:

<b>Physical Barriers</b>	<b>Non-physical barriers</b>
Lack of or limited infrastructure, i.e. common control areas for SSI/SWI procedures, and border	Duplicated checking procedures

facilities serving CBM implementation, etc.	
Lack of modern technology, especially customs automation at the border check points, e.g. scanners, CCTVs. Lack of application of e-certification, e.g. electronic exchange of C/O, and so on.	Lack of customs cooperation with customs in neighboring countries
Lack of human resource and funding for investment in border infrastructure and facilities	Limited information sharing between and among border control agencies in neighboring countries Difficulties in use of foreign languages Different laws and regulations, e.g. laws on customs Change in policies Different standards of customs controls and other inspection procedures Lack of bilateral agreements and MoUs between countries on CBM

## **MODULE 2: TRADE FACILITATION IN THE GREATER MEKONG SUB-REGION (GMS); CENTRAL ASIA REGIONAL ECONOMIC COOPERATION (CAREC) PROGRAMS; AND INTERNATIONAL PRACTICES**

### **SESSION 1: CENTRAL ASIA REGIONAL ECONOMIC COOPERATION (CAREC) PROGRAM**

**Ms. Rosalind Mckenzie, Senior Regional Cooperation Specialist, Asian Development Bank (ADB)**

39. This is an online training session by Ms. Rosalind Mckenzie with a focus on the following:

- a. An overview of CAREC program:
  - i. CAREC as a partnership of 11 countries in central Asia and development partners, started in 1998.
  - ii. CAREC program as an open and inclusive platform that connects people, policies and projects for shared and sustainable development.



TRADE POLICY	CUSTOMS COOPERATION	INTEGRATED TRADE FACILITATION
<ul style="list-style-type: none"> <li>- WTO accession commitments implemented, trade-tax regime liberalized</li> <li>- Trade policy capacity built, trade and investment regimes strengthened</li> <li>- Diagnostic trade integration study</li> <li>- Aid for Trade &amp; enhancing competitiveness</li> <li>- Trade efficiency of SMEs at key border crossing points</li> </ul>	<ul style="list-style-type: none"> <li>- Customs reform and modernization</li> <li>- Single window development</li> <li>- Coordinated/Integrated Border Management, Joint Customs Control</li> <li>- Regional transit trade facilitation</li> <li>- Work with private sector: CAREC Federation of Carriers and Freight Forwarder Associations (CFCFA)</li> <li>- Corridor Performance Monitoring and Measurement (CPMM)</li> </ul>	<ul style="list-style-type: none"> <li>- Regional Improvement of Border Services (RIBS)</li> <li>- Regional Upgrades of SPS Measures for Trade (RUST)</li> <li>- Logistics development</li> <li>- Trade corridor improvement</li> <li>- Industrial park development</li> </ul>

iii. CAREC's main accomplishments in trade from 2004 – 2017.

- b. CAREC 2030 program has five operational clusters: economy and financial stability; trade, tourism, and economic corridors; infrastructure and economic corridors; infrastructure and economic connectivity; agriculture and water; and human development.
- c. CAREC Customs Cooperation Committee (CCC)
  - i. The CCC composes of heads of customs authorities of 11 CAREC countries, and its objective is to promote cooperation among CAREC customs agencies through concerted customs reforms and modernization.
  - ii. It serves as a regional forum to address issues of common interest and is a cohesive body within overall CAREC Program.
  - iii. The priority areas of CCC include: (i) simplification and harmonization of customs procedures and documentation; (ii) joint customs control; (iii) risk management and post-entry audit; (iv) regional transit development; and (v) Information and communication technology (ICT) for customs modernization and data exchange.
- d. CAREC Integrated Trade Agenda 2030
- e. World Trade Organization Trade Facilitation Agreement (TFA)
- f. CAREC's ongoing and programmed projects related to TFA
- g. CAREC's coordinated border management (CBM):
  - i. Joint customs control, i.e. China-Mongolia joint customs control
  - ii. Regional Improvement to Border Services (RIBS), being implemented in four countries: Kyrgyz Republic, Mongolia, Pakistan and Tajikistan.
  - iii. National Trade Facilitation Committees (NTFC)

- iv. CAREC Performance Measuring and Monitoring (CPMM) & CAREC Federation of Carriers and Freight Forwarder Associations (CFCFA)
- v. CAREC Advanced Transit System (CATS)

h. Key lessons learned from CAREC for CBM included:

- i. Regional cooperation is effective mechanism to provide support at both sub-regional and national levels to CAREC countries.
- ii. Sub-regional platforms enhance mutual understanding and enhance opportunities for interagency and public-private coordination.
- iii. Importance of broad base of stakeholders, such as Customs Cooperation Committee, CAREC Federation of Carriers and Freight Forwarders Association.
- iv. National level; across borders; between customs administrations and development partners; and amongst development partners.

40. At the end of this session, participants received significant information and enhanced their understanding on background of CAREC program, CAREC’s support on customs administration; (iii) priority, strategy and work plan for CAREC customs; (iv) some of CAREC works in the area of CBM in Central Asia; and (v) practical experience and lessons learned from CAREC countries in implementing CBM.

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**SESSION 2: GREAT MEKONG SUB-REGION CROSS BORDER TRANSPORT FACILITATION AGREEMENT (CBTA)**

**Ms. Mr. David Martin, High Level Economic Integration Advisor, Asian Development Bank (ADB))**

41. Mr. David Martin started the session with a brief explanation on CBM as a process of continuous improvement with the aim to enhance efficiency, e.g. faster and easier more complaint clearance through domestic cooperation among border control agencies and between counterpart agencies on each side of the borders. He stated that there would not be any single model for CBM in practice because of the different geography in border areas, national and local politics, laws, culture, etc. For this reason, the RP presented some examples of best practice for cross-border cooperation in Europe, i.e. ‘juxtaposed controls’ of the UK with France and Belgium for CIQ in the country of departure.



42. As for CBM in the GMS context, the RP provided the participants with the background and essentials of the GMS Cross-Border Trade Facilitation Agreement (CBTA). In connection with CBM, the RP elaborated the facilitation of frontier crossing formalities in Annex IV of the CBTA. The CBTA Annex IV consists of the legal basis that requires contracting parties to have: (i) common operating hours, (ii) coordinated inspection/clearance procedures, (iii) single-window inspection at national level, and (iv) single stop inspection (SSI) using common control area (CCA) by both countries together. All the modalities and procedures are required to be agreed upon and implemented by the bordering country pairs via bilateral Memorandum of Understanding (MoU). In this regard, Mr. David Martin showcased example of Lao Bao–Dansavanh border crossing between Lao PDR and Viet Nam as an illustrated case of CBM implementation.



### Lao Bao – Dansavanh Border Checkpoint and SSI/SWI Procedures

43. The Lao Bao–Dansavanh border checkpoint implemented full SSI/SWI modality with CIQ operation in the country of entry based on joint and simultaneous inspection and performance in foreign territory. This operation provides benefits such as improved enforcement, faster and easier clearance, closer cross border cooperation, and increased passenger and goods volumes. Such success could be achieved because of strong commitment from all border agencies and clear willingness to share documents and data, as well as conducting joint controls.

44. In spite of success of Lao Bao–Dansavanh, some challenges still remain, including (i) institutional frameworks to facilitate coordination; (ii) availability of agreements, MOUs, laws and regulations in English language and online; (iii) differences in national regulations and technical procedures; and (iv) infrastructure and equipment, that need to be improved for the next steps.

45. The RP additionally provided lesson learned and experience from Mukdahan (Thailand) – Savanakheth (Lao PDR), and Moc Bai (Vietnam)–Bavet (Cambodia), including technical arrangements, document preparation, existing infrastructure and equipment, operations as well as key



issues and challenges at each border site for implementing CBM. The resource person concluded the session by providing recommendations and some discussion questions related CBM implementation.

46. Throughout this session, participants obtained a better understanding CBM concept and theory, and improved knowledge on Greater Mekong Sub-region Cross Border Transport Facilitation Agreement (CBTA) and its Annex IV “facilitation of frontier crossing formalities” for CBM. They as well explored best practice, lesson learned and practical experiences from different border checkpoints, specifically the Lao Bao–Dansavanh, Mukdahan–Savanakhet, and Moc Bao – Bavet, in implementing CBM.

### **MODULE 3: SINGLE WINDOW AS PART OF CUSTOMS MODERNIZATION FOR TRADE FACILITATION**

**Mr. Sapphasuk Wijaiworakit, Information and Communication Technology Bureau, Thai Customs Department**

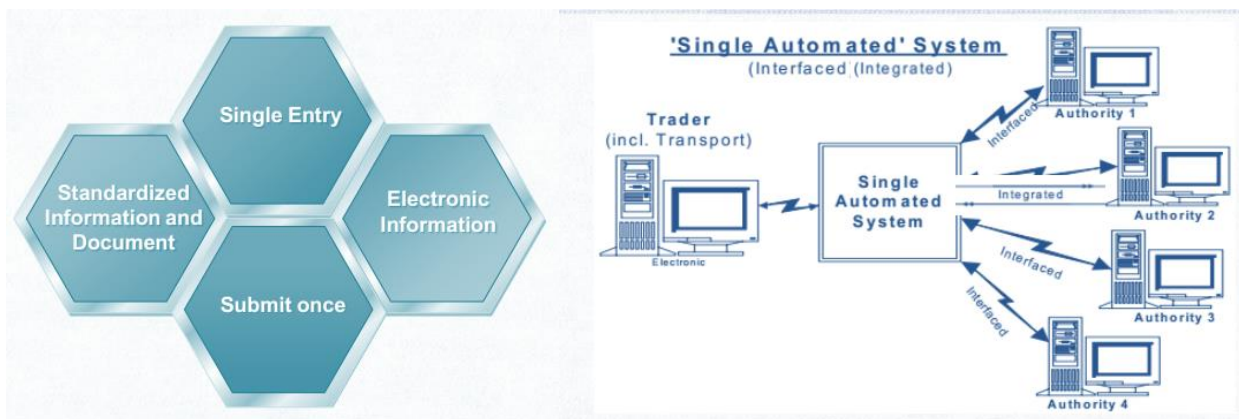
47. Mr. Sapphasuk Wijaiworakit provided a session on Single Window (SW) as part of customs modernization for trade facilitation. He started the session by explaining the concept of single window and elaborating the benefits of a SW. As recommended by the UNECE (United Nations Economic Commission for Europe), a country may adopt SW to develop its own National Single Window (NSW), especially for modernizing customs procedures.



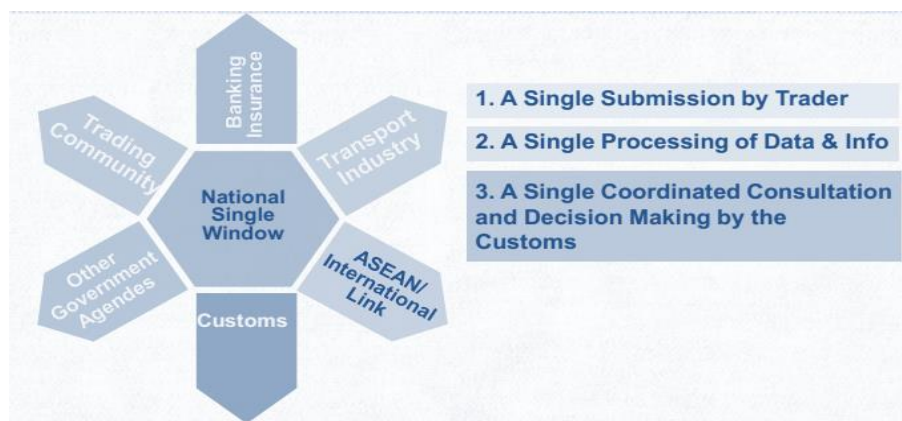
48. Throughout the session, participants were introduced to fundamental features of a SW, NSW, ASEAN Single Window (ASW), international standards and conceptual models as below:

#### SINGLE WINDOW FEATURES

#### SINGLE WINDOW CONCEPTUAL MODEL (UNECE)



### SINGLE WINDOW CONCEPTUAL MODEL (ASEAN-ASW)



49. Mr. Sapphasuk Wijaiworakit discussed the following topics:

- a. Development of single window environment: (i) Supply chain and distribution environment; (ii) The objectives of Thailand NSW establishment; (iii) Why data exchange should be via NSW; (iv) Benefits of electronic data; (v) Alignment with the ASEAN agreement, and (vi) Regulatory framework of Thailand National Single Window.
- b. Features of modernized customs and single window models: (i) Evolution of Thailand NSW; (ii) Challenges in the system development; (iii) Thailand NSW implementation; (iv) Thai customs electronic system; (v) Thailand NSW linking customs houses; (vi) E-import, e-export and e-licensing; (vii) Joint inspection for customs clearance, and (viii) Customs declaration database for restricted goods verification.

- c. ASEAN single window and implementation status: (i) Definition of ASEAN Single Window; (ii) Origination of ASEAN Single Window; (iii) Establishment of task force; (iv) ASEAN Single Window governance structure, and (v) Implementation phases of the ASW pilot project.
  - d. Thai National Single Window (NSW): development and experience: (i) NSW establishment; (ii) NSW governance body; (iii) NSW services; (iv) Driving mechanism for NSW development; (v) Sample of electronic document exchange via Thailand NSW; (vi) Simplification process flow for the application of import/export permit; (vii) Benefits to traders; (viii) Electronic data linkage through NSW at present; (ix) Single entry form and single submission of different goods; (x) NSW and ASW key success factors; (xi) Challenges and priorities, and (xii) Way forward of NSW and ASW.
50. Thailand might be one of the examples that have already implemented the NSW since 2011; Thailand has evolved from the EDI system until the official use of SW which mostly has paperless process nationwide. The introduction of electronic services initiated by Customs administration, e.g. e-Import, e-Export, e-Payment are integrated with the NSW as well.
51. Thailand's NSW is in line with the international recommendations on SW, such as establishing the subsequent systems to allow the single submission and using single entry by the traders. Furthermore, Thailand has participated in the regional initiation which is the ASEAN Single Window to exchange the electronic Form D between other ASEAN member countries. In addition, the exchange of additional documents has been planned and expected to start testing by this year. The significant challenges on the development and implementation of Single Window are less support from the administration and lack of budget and human resources; therefore, the awareness of trade security and facilitation as well as international compliance and cooperation can come up with the solutions.
52. Regarding the way forward to sustain the Single Window system, Thailand has established the logistics plan and the agenda to leverage the wide-range utilization of NSW in the long run.
53. In this connection, participants also shared experiences and updated the status on the NSW development for their countries. Cambodian participants informed that Cambodian National Single Window (CNSW) is under second-stage testing. General Department of Customs and Excises (GDCE) is the leading agency, and GDCE together with five other governmental agencies tested the CNSW from March to May 2019. The CNSW was expected to be officially launched in June 2019, and able to connect to the ASW in short future. Vietnamese participants informed the meeting that Viet Nam has launched the NSW since 2014. VNSW is an integrated system, using NCTS (New Computerized Transit System) as a core system that allows parties involved to submit/send standardized data and information to a single point. The General Department of Customs is the focal point and operating agency of VNSW in cooperation with 11 other participating governmental

agencies. The participant from Myanmar advised that with the assistance of World Bank the country had completed the Blueprint for National Single Window, and further development stages were under discussion.

54. At the end of the session, the participants obtained good understanding of SW concept, benefits, its implications of customs modernization in trade facilitation, and experience in development and implementation of NSW in connection with ASW. All participants were interested in this module as SW is a new concept and expected to obtain more knowledge and experience that will be applied to their work at present and future as well.

## **STUDY ON CUSTOMS MODERNIZATION**

**Dr. Santi Chaisrisawatsuk, Assistant Professor, National Institute of Development Administration (NIDA), Thailand**

55. Dr. Santi Chaisrisawatsuk presented the objectives, methodology, and the target sites for the study on customs modernization in the Lancang–Mekong countries. This aimed to keep the participants informed of study as part of the project activities and seek the feedback as well as the cooperation in implanting the study in 2019.



56. Dr. Santi clarified the focal areas under the study, namely, (i) customs reform and customs modernization in connection with trade facilitation; (ii) customs modernization through assessment of development progress so as to suggest hard infrastructure investment project in support of customs modernization and paperless trade; (iii) establishment of feasibility with cost estimate for investment project in support of customs modernization in specific locations (LM countries); and (iv) Soft infrastructure projects and capacity building in customs and trade facilitation in support of regional cooperation in trade facilitation in the LM countries.

57. Six strategic sites are initially considered for study areas:<sup>3</sup>
- a. Mae Sot (Thailand) - Myawaddy (Myanmar)
  - b. Aranyaprathet (Thailand) - Poipet (Cambodia)
  - c. Nong Khai (Thailand) - Vientiane (Lao PDR)
  - d. Chiang khong (Thailand) - Huay Xai (Lao PDR)
  - e. Lao Cai (Vietnam) - Hekou (Yunnan), and
  - f. Ruili (China) - Muse (Myanmar)

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<sup>3</sup> The locations are subject to change in consultation with Ministry of Commerce, Thailand

58. Dr. Santi proposed the methodology with a focus on an assessment of gaps in customs modernization between and among the LM countries, identification of need for customs modernization, and development of technical and financial feasibility, which is known as a preparation for future investment in customs modernization, especially in the border areas in the LM countries.



## VIII. COURSE EVALUATION

### 8.1. COURSE EVALUATION BY PARTICIPANTS

59. The final evaluation form was distributed to participants on the last day of this training. The form comprises four parts: **Part 1** Learning program objectives; **Part 2** Program contents, **Part 3** Training methodology, and **Part 4** Overall assessment of the training program.

60. The Part 1 explored the participants' ideas on learning objectives. It asked "To what extent do you think the training program has met its objectives?", and it assessed the participants' perceptions by five Likert scales (1- not met; 2-somewhat met; 3-mostly met; 4-met; and 5-fully met") in each of three statements listed as below:

- Objective 1: enhancing the understanding of the international convention and practices in coordinated border management and trade facilitation under the World Customs Organizations (WCO) framework, Revised Kyoto Convention (RKC), and World Trade Organization (WTO).
- Objective 2: comprehending the practical knowledge and experience in implementing CBM as part of trade facilitation initiatives in the GMS and CAREC sub-region as well as international practices.
- Objective 3: comprehending the development of Single Window (SW) and National Single Window (NSW) as part of customs modernization in the ASEAN development context and experience of Thailand.

61. The Part 2 consisted of nine questions and statements on program contents. The questions, statements and evaluation tools are described as below:

- How useful were the sessions of the training program? The rating scale of 1 to 5 (1- not useful; 2- just right; 3-neutrally useful; 4-useful; and 5-very useful”) were used to assess participants’ perception on the three training modules.
- In your own opinion, to what extent do you think the program has met your expectations? The rating scale of 1 to 5 (1- not met; 2-somewhat met; 3-mostly met; 4-met; and 5-fully met) were used to assess participants’ perception.
- How was the level of instruction? The rating scale of 1 to 5 (1- too basic; 2-just right; 3-very appropriate; 4-advanced; and 5-too advance) were used to assess participants’ perception.
- To what extent, the training program has improved/increased your knowledge and skills? The rating scale of 1 to 5 (1- not increased; 2-somewhat increased; 3-moderately increased; 4-mostly increased; and 5-highly increased) were used to assess participants’ perception.
- To what extent, the knowledge and skills gained from the training program relevant to your work? The rating scale of 1 to 5 (1- not relevant; 2-somewhat relevant; 3-moderately relevant; 4- mostly relevant; and 5-highly relevant) were used to assess participants’ perception.
- Did training program help you acquire additional knowledge on the subject? The rating scale of 1 to 5 (1- not acquired; 2-somewhat acquired; 3-moderately acquired; 4-mostly acquired; and 5- highly acquired) were used to assess participants’ perception.
- During the training program, I have improved/developed my additional knowledge in (presentation skills, communication skills, team/group working skills, networking and internet searching). The rating scale of 1 to 5 (1- not improved; 2-somewhat improved; 3-moderately improved; 4-mostly improved; and 5-highly improved) were used to assess participants’ perception.
- Please list the 3 most important topics you have learned from the training program.
- Please suggest additional topics to be covered in the future training program if you may have.

62. The Part 3 is designed to evaluate the training objectives. The questions and evaluation tools are described as below:

- How do you think about the training methods? The rating scale of 1 to 5 (1- inappropriate; 2- somewhat inappropriate; 3-neutrally appropriate; 4-appropriate; and 5-very appropriate) were used to assess five statements of this question.
- How do you think about following monitoring and evaluation (M&E) methods? The rating scale of 1 to 5 (1- not effective; 2-somewhat effective; 3-neutrally effective; 4-effective; and 5-very effective) were used to assess three statements of this question.

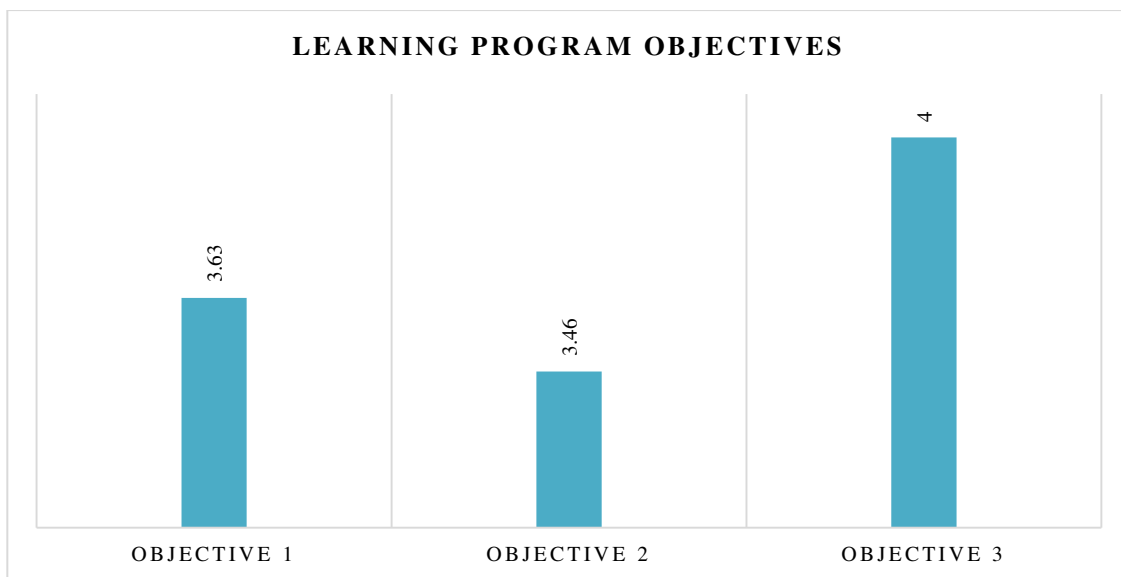
63. The Part 4 evaluated the overall aspect of the training program and invited comments and suggestions from the participants the learnt topics and additional topics to be covered in the future training program. The rating scale of 1 to 5 (1- Not satisfied; 2-Somewhat satisfies; 3-Neutrally satisfied; 4-Satisfied; and 5-Very satisfied) were used.

## 8.2. FINAL ASSESSMENT RESULTS

### Part 1. Learning Program Objectives

64. The participants surely agreed the Regional Training on Coordinated Border Management has met its objectives. The overall rating was 3.69, known as **Met**. Ratings for each objective: **Objective 1**: enhancing the understanding of the international convention and practices in CBM and trade facilitation under the WCO framework, RKC and WTO; **Objective 2**: comprehending the practical knowledge and experience in implementing CBM as part of trade facilitation initiatives in the GMS and CAREC sub-region as well as international practices; and **Objective 3**: comprehending the development of SW and NSW as part of customs modernization in the ASEAN development context and experience of Thailand) were shown as in Figure 4.

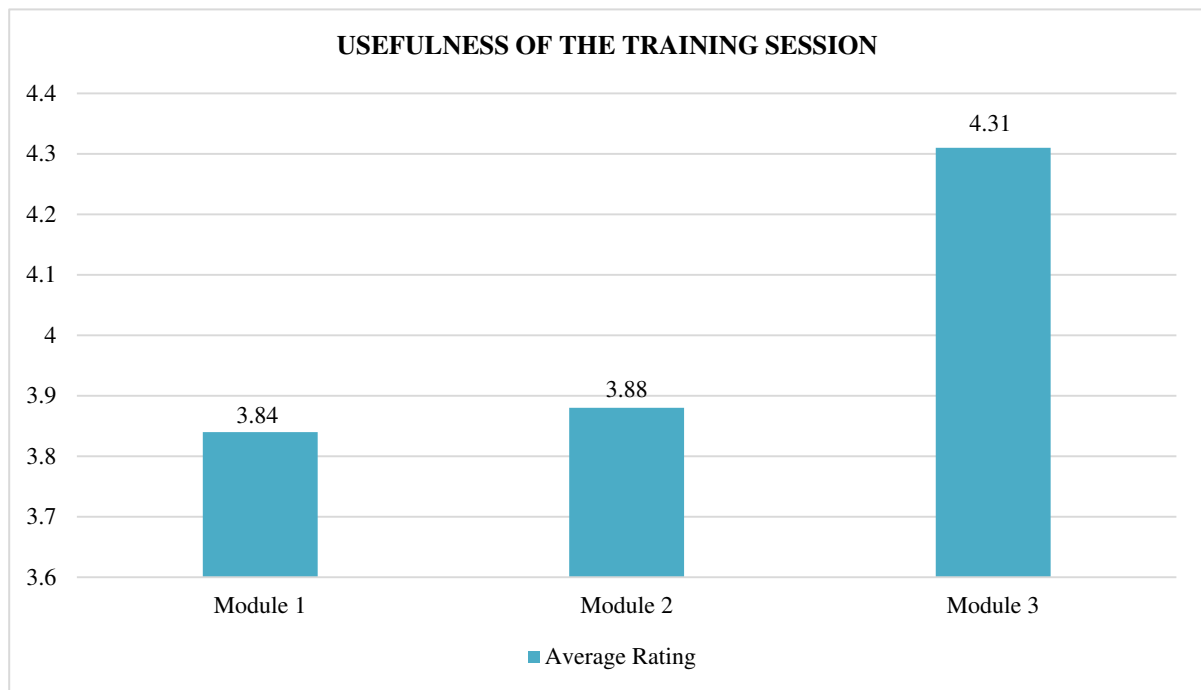
**Figure 4** Learning Program Objectives



## Part 2. Program Contents

### 2.1. Usefulness of sessions of the training program

65. The overall rating for evaluating the three training modules was 3.93 – Neutrally useful. Ratings for each module were shown as in Figure 5. The ratings for module 1 and module 2 are 3.84 and 3.88, respectively, indicating that the participants neutrally agreed that both modules are useful. The rating for module 3 is 4.31, in which participants found this module useful. It was noted that the participants showed remarkable interest on this module as they learnt the Single Window concept, benefits and its implications and Thailand experience in developing the NSW, as well as sharing experiences for their countries.

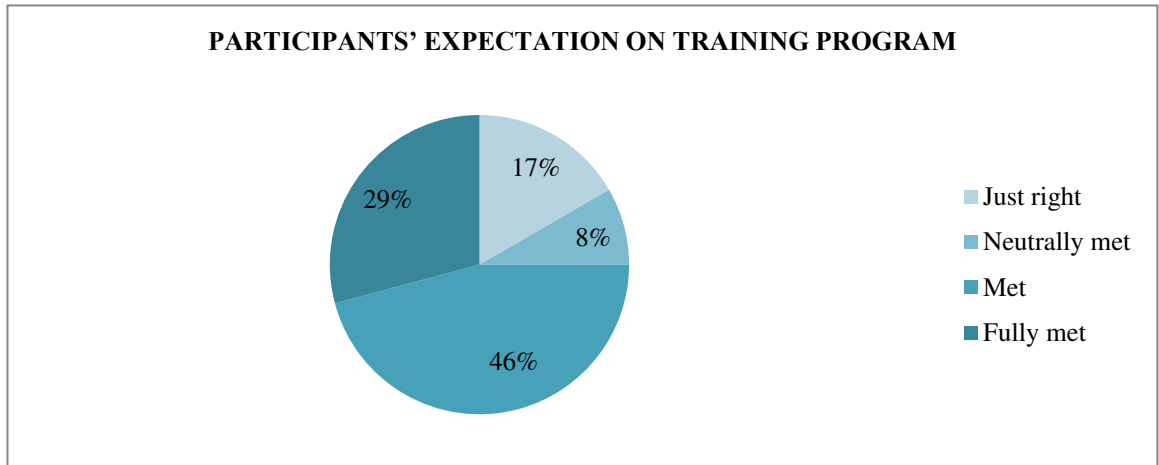


**Figure 5.** Usefulness of Training Sessions

### 2.2. Participants' expectation on training program

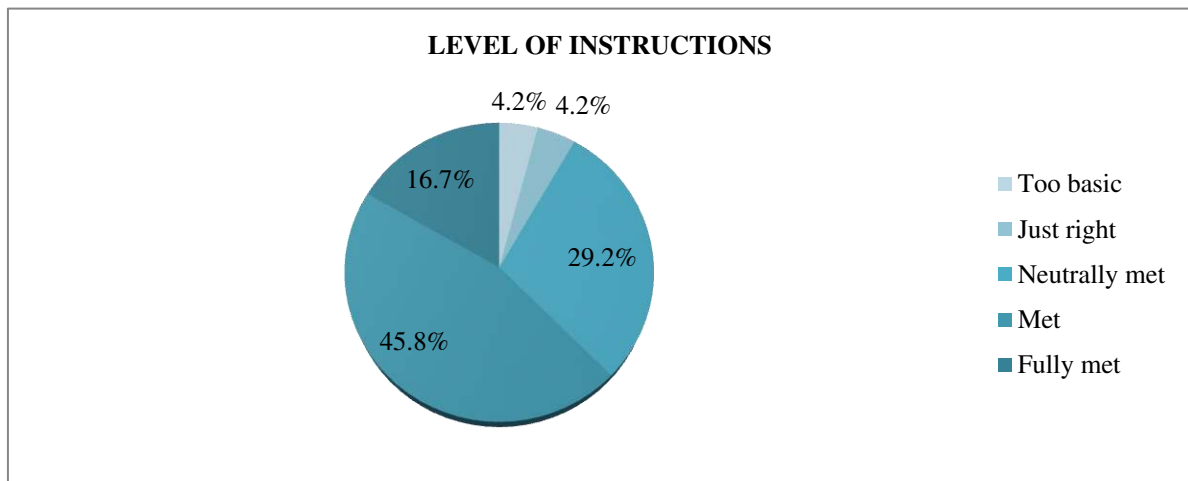
**Figure 6.** Participants' Expectation on Training Program





66. The majority of participants reported the training program has met their expectations, and only four out of twenty four participants (accounted for 17%) thought that the program was just right.

### *2.3. Level of instructions*



**Figure 7.** Level of Instructions

67. The participants rated the level of instruction from too-basic to fully-met, though the majority of participants found that the instruction level fully met their expectation.

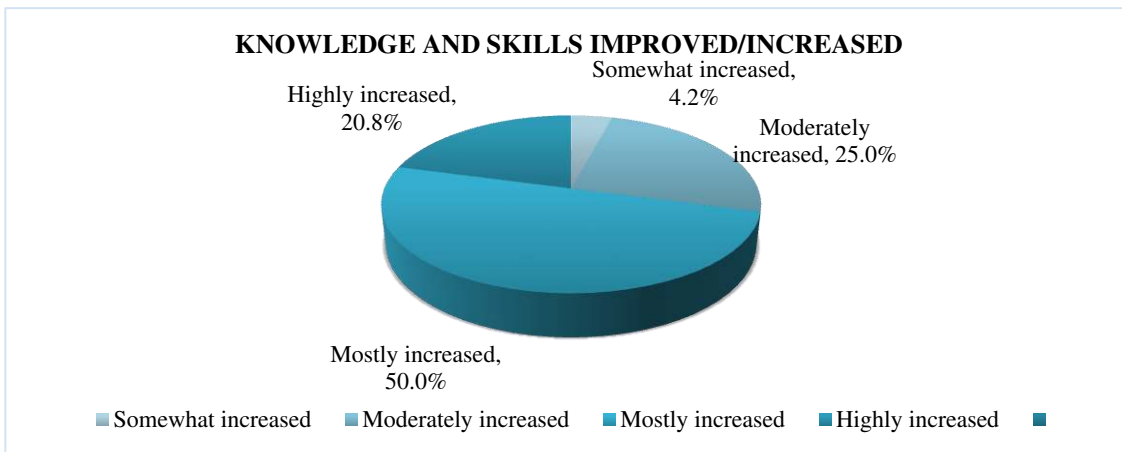
### *2.4. Knowledge and skills improved/increased*

68. As for knowledge and skill improved by the training, the participants reported that the training program has moderately increased their knowledge and skills with the total average rating at 3.88 – moderately increased. It was showed in

69.

70. **Figure 8**, in percentage of participants, 50 % of participants obtained knowledge moderately increased by the training.

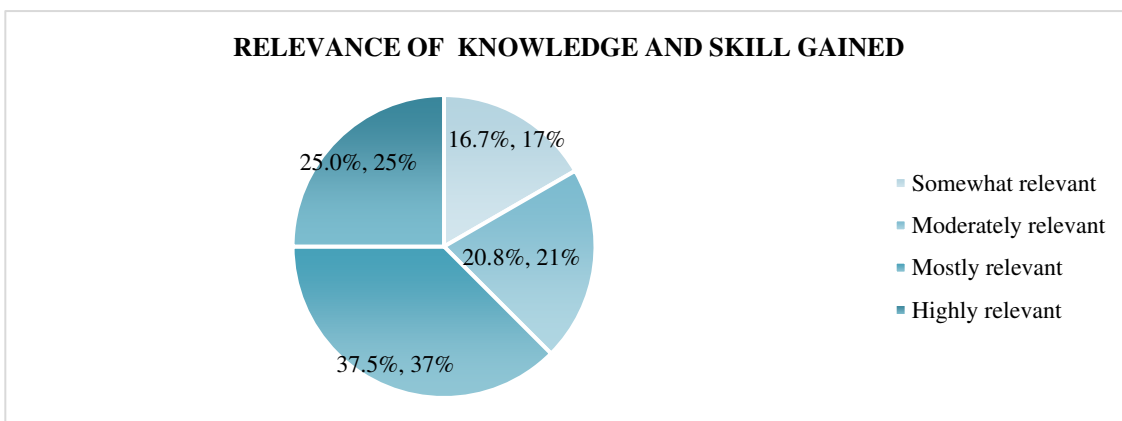
**Figure 8.** Knowledge and Skills Improved/Increased



**2.5 Relevance of knowledge and skills gained**

71. As for the relevance of the knowledge and skills gained from the training to work, the participants reported that the knowledge and skills gained from the training were relevant to their current jobs with the total average rating at 3.71 (Moderately relevant). It was showed as Figure 9, in percentage of participants. For example; 37.5 % of participants said the knowledge gained from the training was mostly relevant to the work.

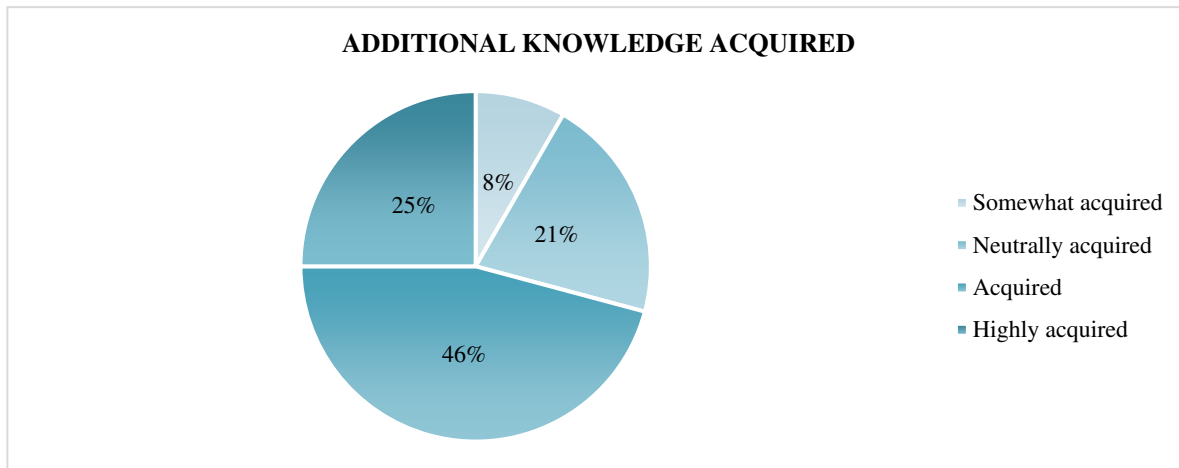
**Figure 9.** Relevance of Knowledge and Skills Gained



### 2.6. Additional knowledge acquired

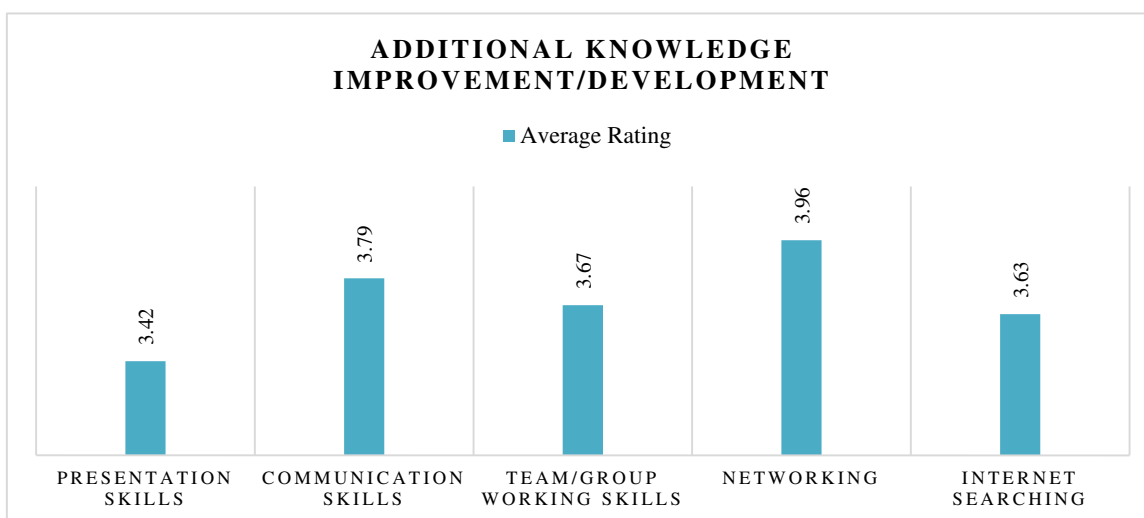
72. As for the additional knowledge gained from the training, participants reported that they acquired additional knowledge from the training with the average rating at 3.88 (Neutrally acquired). It was showed in Figure 10, in percentage of participants. For example, 25 % of participants said they highly acquired the additional knowledge from the training.

**Figure 10** Additional Knowledge Acquired



### 2.7. Additional knowledge improved/developed

73. As for the additional knowledge improvement/development, participants reported a neutral increase in presentation skills, communication skills, team/group working skills, networking and internet searching with average rating of 3.42, 3.79, 3.67, 3.96 and 3.63, respectively, as shown in Figure 11.



**Figure 11. Additional Knowledge Improvement/Development**

### ***2.8. Most important topics of the training program***

74. As for the most important topics learnt from the training, participants reported the topics as listed below:

- Coordinated Border Management (CBM)
- International Conventions and practices in CBM
- Single Window (SW)
- ASEAN Single Window (ASW)
- Central Asia Regional Economic Cooperation (CAREC) program
- Trade Facilitation Agreement (TFA)
- Revised Kyoto Convention (RKC)
- Customs modernization
- National Single Window of Thailand
- Study on customs modernization
- Modernized procedure and formalities to promote customs modernization
- Concept of SW for integrated trade
- Greater Mekong Sub-region Cross Border Transport Facilitation Agreement (CBTA)
- World Customs Organization's Economic Competitiveness Package's instruments and tools (ECP) for CBM
- Trade facilitation in the GMS

### ***2.9. Suggested topics for the future training program***

75. Participants suggested topics for the future training program as listed below:

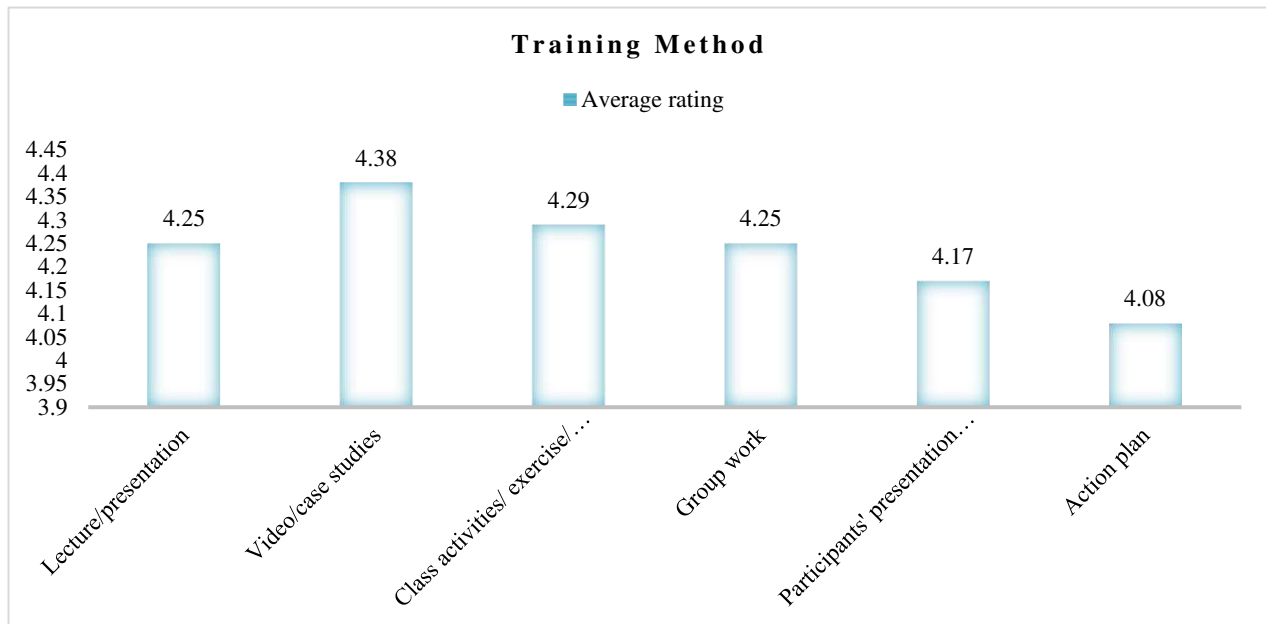
- Case study and more discussion on the topics
- Risk management in CBM
- Field visit/study
- Group work on case studies in each topic
- Concept of SW development and experience
- Customs facilitation experiment in different countries
- CBM program under GMS countries, including practical practice and further cooperation
- How to control SW in ASEAN, the difficulty of it, the different SW in ASEAN and SW in Europe
- More information and practice from LM countries on CBM
- Mutual understanding in Sanitation and Phyto-sanitation (SPS), policy transparency and predictability among GMS

### Part 3. Training Method

#### 3.1. Training method

76. As for the training method, participants reported that it is appropriate with an overall average rating of 4.24 (4-Appropriate). Ratings for each method were shown as in

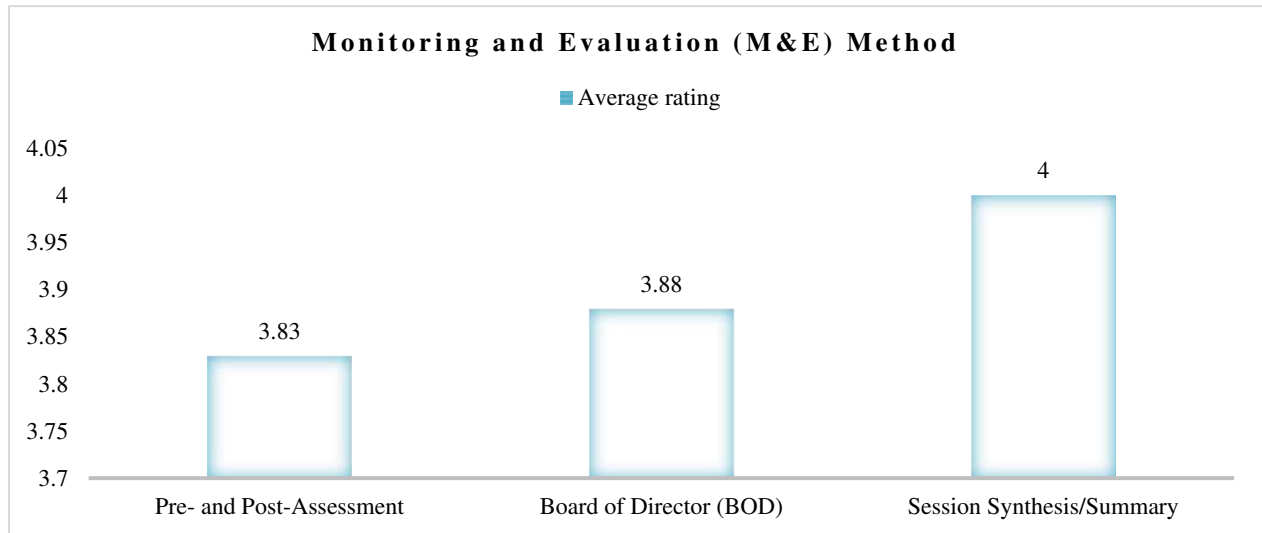
77. **Figure 12.**



**Figure 12.** Training Method

#### 3.2. Monitoring and Evaluation Methods

78. As for evaluation results regarding M&E method for the training, participants reported that it was moderately effective with an overall average rating of 3.90 (3-Moderately effective). Ratings for each method were shown as in **Figure 13**.



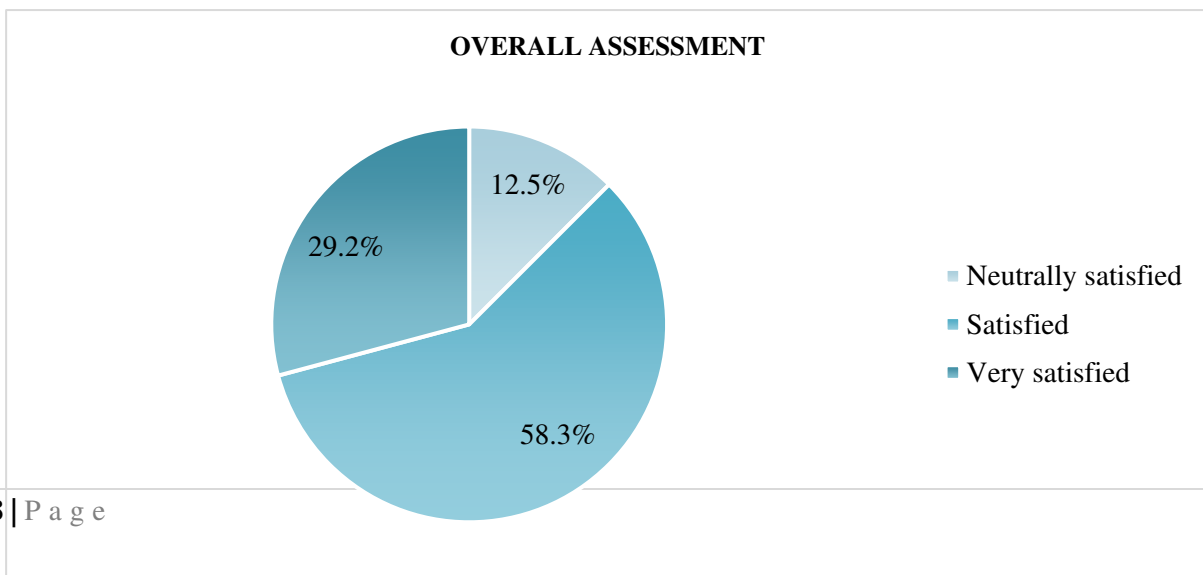
**Figure 13. M&E Method**

**Part 4: Overall Assessment**

**4.2. Overall assessment of the training program**

79. The evaluation results regarding to overall aspect of training program showed that MI organizing team of the training was generally helpful and the overall arrangement of the training program satisfied the participants. It could be said as the overall rating on overall assessment of the training program was 4.17-Satisfied.

**Figure 14. Overall Assessment**



### 8.3. PRE-ASSESSMENT & POST-ASSESSMENT

80. In order to evaluate the knowledge acquisition of participants during the training, pre and post self-assessments were employed to assess against the knowledge and skill before and right after the training program. Therefore, the self-assessment form was used for both pre and post assessments. In the questionnaire, different components were rated on a scale of 1 to 5, where “5” was the highest and “1” the lowest. The total average rating for pre-assessment of participants’ knowledge and skills on the training contents or modules was “2.27” which meant the understanding of participants towards all subjects of the Regional Training Program on ‘Coordinated Border Management’: “I have heard about the topics but don’t know enough on how to do/use it.” On the last day of the program, a post-assessment was made available to the participants with the same questions to evaluate their understanding about acquired knowledge after being trained by the MI. The total average rating for post assessment of acquired competencies was “3.33” which meant “I have some knowledge on this topic, but could not do it now without further study (rating at 3 level)” as described in
81. Figure 15.
82. The Table 4 below shows the full pre and post self-assessment results of participants ‘understandings of each module of the training program.

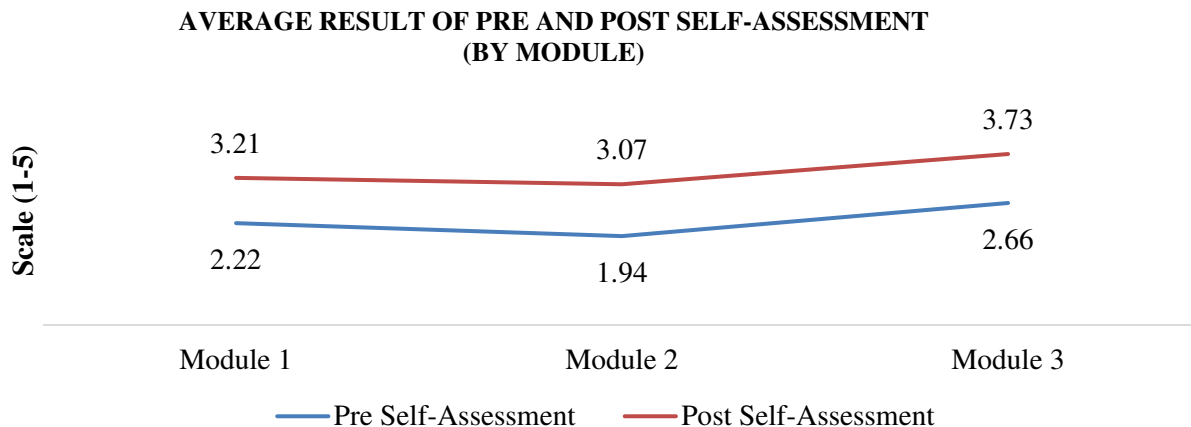
**Table 4.** Pre And Post Self-Assessment

How much do you know / understand the following topics?	Pre-Self-assessment results	Post Self-assessment results
<b>Module 1: International Conventions and Practices in Coordinated Border Management (CBM); and Trade Facilitation</b>		
<ul style="list-style-type: none"> <li>▪ The World Customs Organization (WCO)’s Economic Competitiveness Package’s instruments and tools in the core areas: Transparency and Predictability, Modernized Procedures and Formalities, Use of Information and Communication Technology, Partnership and Cooperation and Performance Measurement.</li> </ul>	2.13	3.21
<ul style="list-style-type: none"> <li>▪ The Revised Kyoto Convention and Coordinated Border Management (CBM)</li> </ul>	2.17	3.21

▪ WCO instruments and tools for Coordinated Border Management (CBM)	2.09	3.13
▪ Trade Facilitation Agreement	2.48	3.29
<b>Module 2: Trade Facilitation in the Greater Mekong Sub-Region (GMS); Central Asia Regional Economic Cooperation (CAREC) programs; and international practices</b>		
▪ Transport and Trade Facilitation Initiative and Action Program along the GMS economic corridors, e.g. East–West Economic Corridor (EWEC) with a focus on coordinated border management model and transport and transport facilitation activities under ADB-funded Technical Assistance	2.09	3.17
▪ Customs cooperation under CAREC program which concentrate on (i) Simplifying and harmonizing customs procedures and documentation; (ii) Upgrading ICT for customs modernization and information sharing mechanism; (iii) Enhancing risk management; and (iv) Joint customs control (JCC)	2.00	3.04
▪ International practices in implementing CBM, i.e. USA and EU CBM models	1.74	3.00
<b>Module 3: Single Window as part of Customs Modernization for Trade Facilitation</b>		
• Concept of single window for international trade	2.83	3.79
• Features of modernized customs and single window models	2.74	3.79
• Development of single window environment	2.65	3.71
• ASEAN single window and implementation status	2.48	3.50
• Thai national single window (NSW): Development and Experience	2.61	3.83

**Figure 15.** Total Average Result of Pre & Post Assessment





## IX. SUGGESTIONS/RECOMMENDATION

83. The participants assessed the training that they are very satisfied with overall arrangement and organizations throughout the training and they enjoyed the training very much and learnt a lot from the resource persons and co-participants. However, there were some useful suggestions/recommendations made by the participants, for further improvement of the training program. They were noted as below:

- a. All terminologies under the training materials, PPTs should fully be stated and clarified, i.e. fewer abbreviations (RKC, SEZs, CCA)
- b. More field visits would be appreciated.
- c. In addition to theories, more specific examples and practical experience in CBM in LM countries should be provided.
- d. Training documents should be provided to participants before the training sessions
- e. More training on customs modernization so that understanding the customs procedures more and more among GMS countries as well as coordinated border management.
- f. Accommodation is not convenient for the participants.
- g. More group discussions
- h. Alumni group should be created and maintained.

## **X. APPENDIX**

### **APPENDIX 1. TRAINING FACILITIES AND MATERIALS**

#### **1. TRAINING FACILITIES**

##### **Mekong Institute Office**



84. The MI Residential Training Center is located at Khon Kaen University, one of the oldest and largest universities in Northeastern Thailand. The center is equipped with the following facilities:

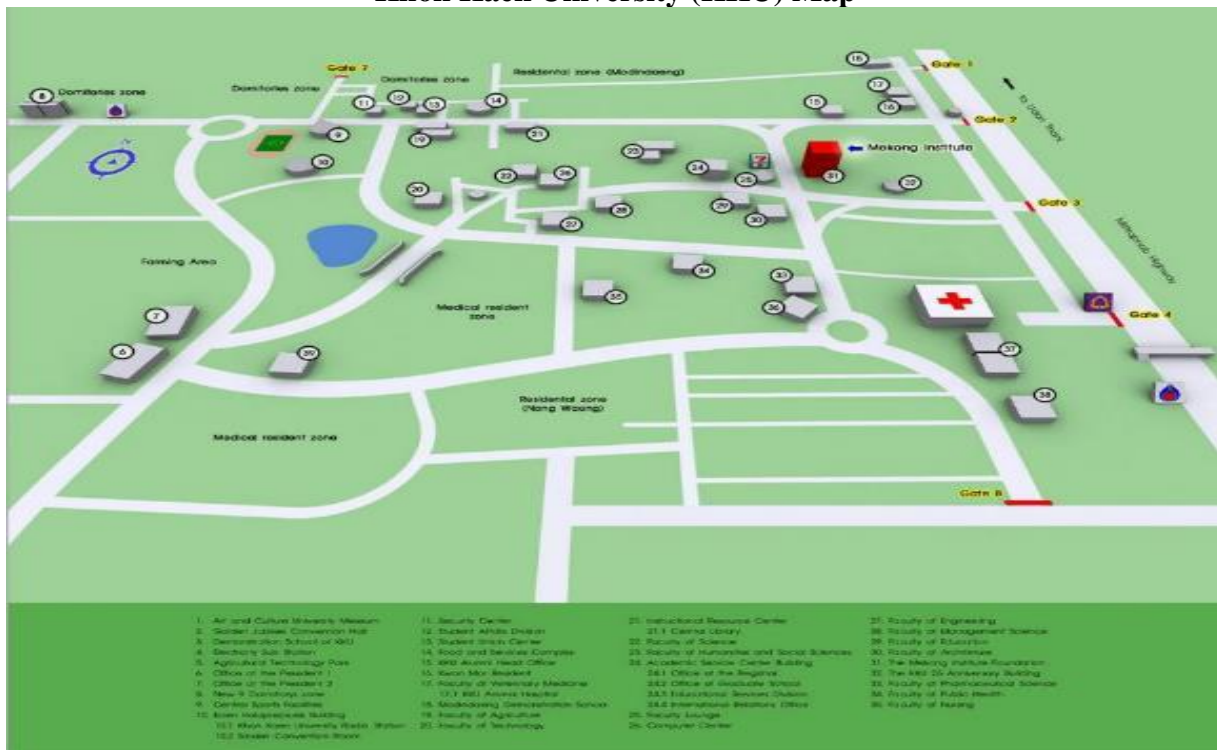
- a. Two conference rooms fully equipped with 24-hour wireless internet service, audio-visual equipment and training materials;
  - i. Mekong River Conference Room (maximum capacity: approximately 120 people)
  - ii. James Bolger Conference Room (maximum capacity: approximately 80 people)
- b. GMS Resource Center and Common Rooms

##### **Mekong River Conference Room, MI's Annex Building**





### Khon Kaen University (KKU) Map



### Cafeteria





## Transportation



## 2. TRAINING MATERIALS

85. Prior to the training, all participants and resource persons were provided with soft copies of (i) Curriculum Design Statement (CDS) to help them understand the objective and goals of the training program; (ii) Program Agenda, (iii) Directory (Training organizer and Participants); and (iv) Welcome Pack containing venue, accommodation and travel information.

86. During the training program, participants were given the access to Mekong Institute's E-learning in which all documents, including the Resource Person's Presentations and all of the Participants' Works, was uploaded and made available for participants throughout the training as well as even after the training. Steps of accessing to the MI E-learning system for this training was illustrated in PowerPoint and presented to participants on the first day of the training. It was shown in Appendix (12.04).



 CURRICULUM DESIGN STATEMENT (CDS)



REGIONAL TRAINING PROGRAM ON  
**COORDINATED  
BORDER  
MANAGEMENT (CBM)**

March 25 – 27, 2019

MEKONG INSTITUTE (MI)  
123 Mittraphap Rd., Muang District, Khon Kaen 40002, THAILAND

## 1. Introduction

The Lancang–Mekong Cooperation (LMC) is one of the important regional cooperation mechanisms in the sub-region with the cooperation of the six countries, namely Cambodia, China, Lao PDR, Myanmar, Thailand, and Viet Nam. As part of the LMC framework, connectivity and cross–border economic cooperation, including trade and trade facilitation, are important areas that serve as an important catalyst for economic development in all countries. As a matter of fact, the GDP of all LM countries experienced growth over the past ten years despite difference in growth rates among the countries as illustrated in Table 1<sup>4</sup>.

**Table 1. Growth Rates of the LM Countries (2007 – 2017).**

Unit: Percent (%)

Country/Region	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
GMS	8.21	5.67	4.95	8.96	5.75	8.21	6.28	4.95	5.83	5.63	6.20
Cambodia	10.21	6.69	0.08	5.96	7.06	7.31	7.35	7.14	7.03	6.95	7
Guangxi, PRC	15.1	12.8	13.9	14.2	12.3	11.26	10.2	8.50	8.1	7.3	7.3
Yunnan, PRC	12.2	10.6	12.1	12.3	13.7	12.95	12.1	8.1	8.7	8.7	9.5
Lao PDR	7.59	7.82	7.50	8.52	8.03	8.02	8.02	7.61	7.26	7.02	6.8
Myanmar	11.99	10.25	10.55	9.63	5.59	7.33	8.42	7.99	6.99	5.87	6.8
Thailand	5.43	1.72	(-0.7)	7.51	0.84	7.24	2.68	0.98	3.02	3.28	3.90
Viet Nam	7.12	5.66	5.39	6.42	6.24	5.24	5.4219	5.98	6.67	6.21	6.81

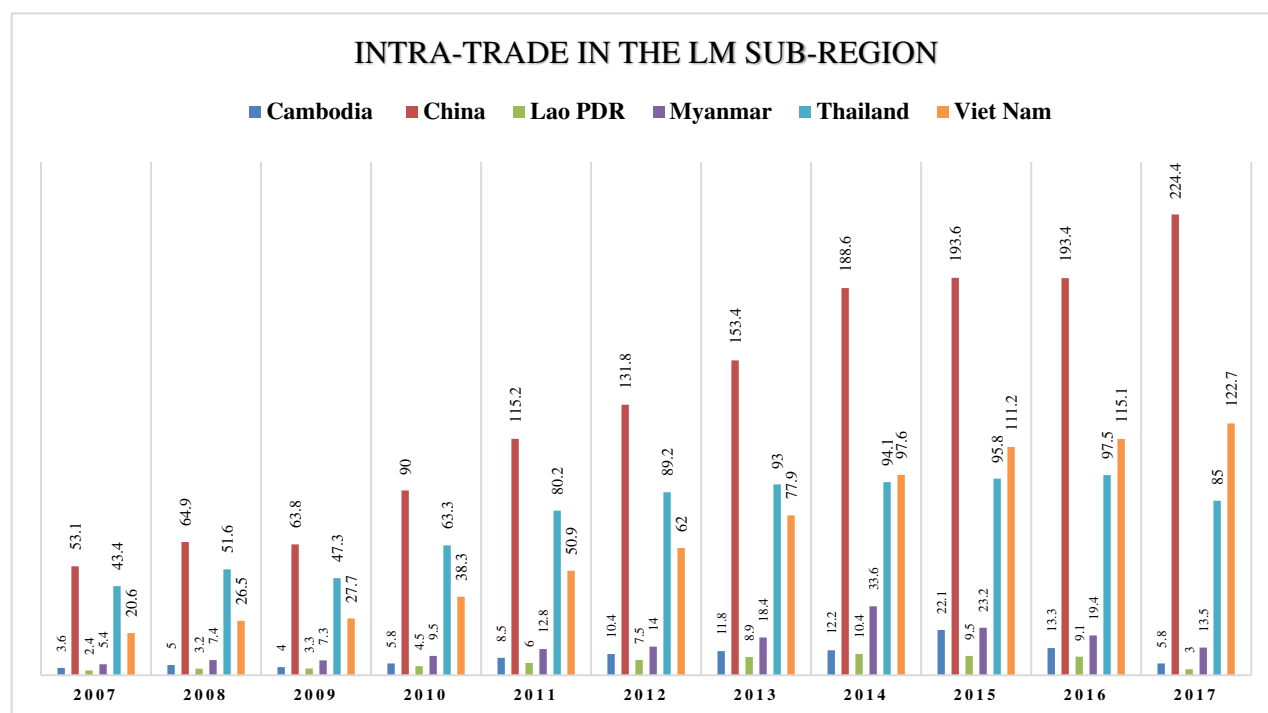
Source: Asian Development Bank (ADB), Greater Mekong Sub-region (GMS) Statistics, 2018

Trade cooperation between and among the LM countries has been growing over the years. It can be seen that the intra-trade in the LM sub-region was led by China with an amount of US\$ 1,472 billion, and followed by Thailand with US\$ 840.4 billion, Viet Nam with US\$ 750.9 billion, Myanmar with US\$ 164.5 billion, Cambodia with US\$ 102.5 billion, and Lao PDR with US\$ 67.8 billion, respectively, from 2007 to 2017 as stated in Chart 1. Individually, an increasing trend in trade of China, Thailand, and Viet Nam with the sub-region over the years was noted, while intra-trade of the other member countries fluctuated over time.

<sup>4</sup> The GDP growth rate of China is represented by those of Guangxi and Yunnan

Given the development gaps among the LM countries, especially in trade, there exists a need for improvement of both hard and soft connectivity and power for this sub-region. As for trade facilitation, the national policies of the LM countries and their participation in the making of international and regional rules and practices have still been from sufficiency. This may lead to complicated customs formalities, complex approval procedures, and unsatisfactory coordination among the responsible agencies in trade facilitation, lack of policy consistency and stability.

**Chart 1. Intra-Trade in the Lancang–Mekong countries (2007–2017) (in US\$ Billion)**



Source: Asian Development Bank (ADB), GMS Statistic, 2018

According to the Doing Business report 2018 of the World Bank<sup>5</sup>, measurement of trade facilitation and investment facilitation conditions in different countries, Thailand, Viet Nam, and China were ranked at 26<sup>th</sup>, 68<sup>th</sup>, and 78<sup>th</sup>, respectively, while the rankings of Cambodia, Lao PDR, and Myanmar were 135<sup>th</sup>, 141<sup>st</sup> and 171<sup>st</sup>, respectively. This implies a large difference in trade facilitation measures and investments due to lack of harmonized systems among the LM countries.

As for trade facilitation, the countries involved have made a significant improvement to border cooperation, administration reform, investment, and application of modern management and technologies, e.g. technologies applied to customs modernization. As a matter of fact, the LM countries had already signed the Cross-border Transport Facilitation Agreement (CBTA) as part of the Greater Mekong Sub-regional (GMS) Economic Cooperation Framework, and the Nanning Initiative for Trade Facilitation between China and ASEAN. In this connection, the five-year LMC Action Plan for 2018–2022 stipulated that the LM member countries “promote facilitation of visa application, customs clearance and

<sup>5</sup> World Bank, Doing Business 2018, [www.doingbusiness.org/data](http://www.doingbusiness.org/data)

transportation, and discussion on implementing the single window model for cross-border clearance.” Furthermore, development of special economic zones (SEZs), and cross-border economic cooperation zones (CBEZs) have drawn attention from the LM countries and become an important part in the LM governments’ trade and investment agendas. However, the implementation of regional agreements, e.g. GMS, and ASEAN, on trade facilitation has still been a slow progress for both economic and political reasons. Therefore, strengthening of trade facilitation through removal of non-physical barriers to trade in consideration and adoption of effective measures in border management play a critical role to reinforce trade and economic cooperation between the LM countries.

Implementing the Project on “Upgrading Border Facilitation for Trade and Logistics Development in the Lancang–Mekong countries”, Mekong Institute (MI) has completed the first study (fact finding) on Improving Border Infrastructure and Regulations with a focus the land border areas and economic zones in the LM countries and identified the need of capacity development for the project stakeholders in the area of trade facilitation and coordinated border management. To this end, MI is organizing a three-day regional training program on “Coordinated Border Management” (CBM) at Mekong Institute (MI), Khon Kaen, Thailand from March 25 – 27, 2019.

## **2. Training Objectives**

The training program will focus on trade facilitation-related subjects and enable the participants to develop a deeper understanding of (i) International conventions and practices in trade facilitation and coordinated border management (CBM); (ii) Trade Facilitation Initiatives under the Greater Mekong Sub-region (GMS) economic cooperation program, i.e. Transport and Trade Action Program (TTF-AP); and Central Asia Regional Economic Cooperation (CAREC) Program, and international practices in CBM implementation, and (iii) Single window (SW) as part of customs modernization for trade facilitation.

Specific objectives of the training aim to assist the participants in:

- Enhancing the understanding of the international convention and practices in coordinated border management and trade facilitation under the World Customs Organizations (WCO) framework, Revised Kyoto Convention, and World Trade Organization (WTO).
- Comprehending the practical knowledge and experience in implementing CBM as part of trade facilitation initiatives in the GMS and CAREC sub-region as well as international practices.
- Comprehending the development of Single Window (SW) and National Single Window (NSW) as part of customs modernization in the ASEAN development context and experience of Thailand.

## **3. Training Outcomes**

By the end of the training program, the participants will be able to:

- Identify emerging impediments in trade facilitation and understand trade facilitation measures to remove non-physical barriers to trade through coordinated border management measures in line with international practices.
- Utilize the knowledge gained from the training (trade facilitation agreement, coordinated border management, customs cooperation, and customs modernization and implementation of single window for trade facilitation) in their professional setting in an effective and practical manner to



achieve the objective of trade facilitation through a reduction in cargo clearance time at the borders and trade costs incurred.

- Deliver the knowledge and experience obtained from the training program in the form of (i) knowledge sharing sessions; and (ii) technical and policy contribution to the development of trade facilitation-related programs and the like in home countries.

#### **4. Training Contents**

The experiences of recent decades have shown that the countries that have successfully integrated into the global production network tended to achieve the highest economic growth. Economic integration has contributed to the improvement in allocation of resources, specialization, productivity, competitiveness, and application of modern and new technologies. However, an open trade regime can only foster trade integration when a range of complementary policies is in place. One of the most important complementary policies is a well-functioning customs administration that provides traders with transparent, predictable, and speedy clearance of goods.

For many economies, achieving efficiency and transparency in customs operations has remained a challenge. Customs services have still been dealing with growing trade volumes without any commensurate increase in staff or resources. Furthermore, customs administrations have continued facing dynamic changes to their operating environment that signifies the need to adjust and modernize their processes. The challenges are generated from (i) More sophisticated and demanding clients and / or traders who have invested in information and communications technology (ICT) and information management systems, modern logistics facilities, manufacturing and inventory control system; (ii) Greater policy and procedural requirements in compliance with international commitments; (iii) Establishment of regional and bilateral trade agreements that have led to increase the complexity of border formalities and controls; and others; and (iv) Increasing demand for more effective trade facilitation.

As such, the participants will explore interrelated modules in this training course as follows:

#### **Module 1. International Conventions and Practices in Coordinated Border Management (CBM); and Trade Facilitation**

This module will provide the participants with an overview of:

- a) The World Customs Organization (WCO)'s Economic Competitiveness Package's instruments and tools in the core areas:
  - Transparency and Predictability
  - Modernized Procedures and Formalities
  - Use of Information and Communication Technology
  - Partnership and Cooperation
  - Performance Measurement
- b) Substantial discussion of the following:
  - The Revised Kyoto Convention and Coordinated Border Management (CBM);
  - WCO instruments and tools for Coordinated Border Management (CBM)

- c) Trade Facilitation Agreement

## **Module 2. Trade Facilitation in the Greater Mekong Sub-Region (GMS); Central Asia Regional Economic Cooperation (CAREC) programs; and international practices**

This module aims to provide the participants with practical knowledge, experience, and challenges facing the implementation of:

- Transport and Trade Facilitation Initiative and Action Program along the GMS economic corridors, e.g. East–West Economic Corridor (EWEC) with a focus on coordinated border management model and transport and transport facilitation activities under ADB-funded Technical Assistance; and
- Customs cooperation under CAREC program which concentrate on (i) Simplifying and harmonizing customs procedures and documentation; (ii) Upgrading ICT for customs modernization and information sharing mechanism; (iii) Enhancing risk management; and (iv) Joint customs control (JCC); and
- International practices in implementing CBM, i.e. USA and EU CBM models

## **Module 3. Single Window as part of Customs Modernization for Trade Facilitation**

This module aims to introduce the key concept of single window, development landscape of single window from paper-based documentation to paperless trade as part of customs modernization, especially in ASEAN development context, and specific case of Thailand. The module consists of the following:

- Concept of single window for international trade
- Development of single window environment
- Features of modernized customs and single window models
- ASEAN single window and implementation status
- Thai national single window (NSW): Development and Experience

## **5. Training Assignments**

As the participants will work in cross-national groups, these activities will promote communication skills, regional collaboration and foster a professional network among participants. Specific assignments will also be provided throughout the course:

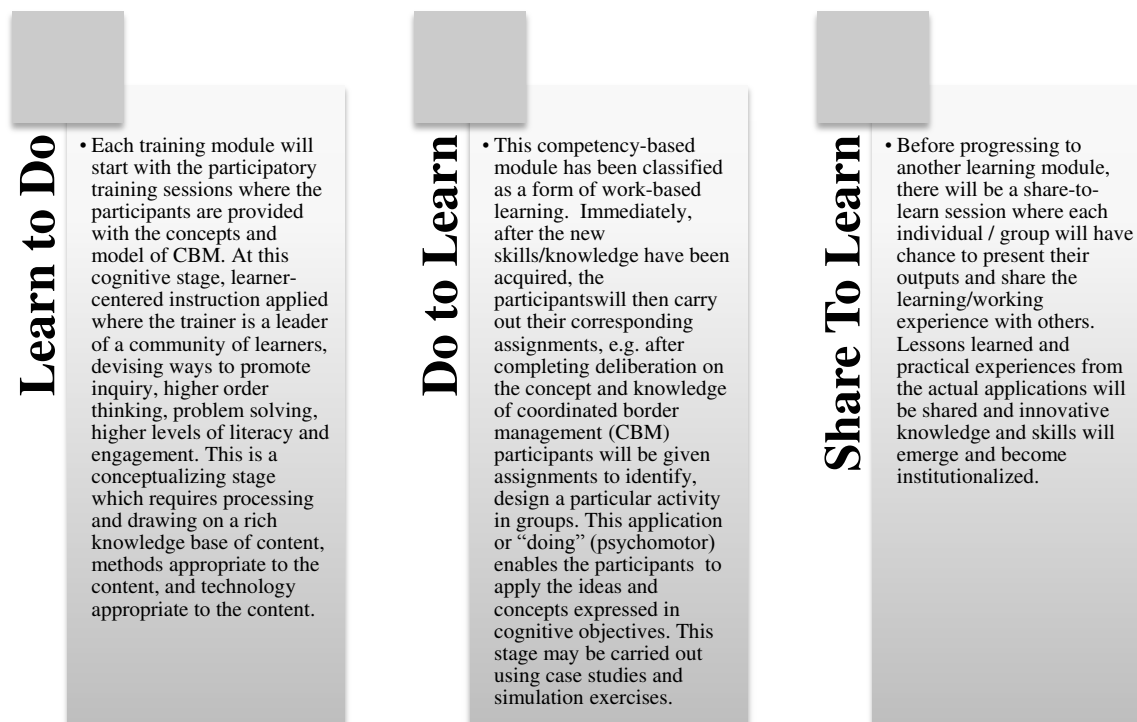
The learning methodology is designed to foster a greater understanding of the training content, as well as stimulate sharing and networking among the participants. Interactive experiential learning will be employed.

- The training team will deliver the designated subjects / modules, adopting the following methods:
  - Lectures and presentations;
  - Plenary discussions;
  - Case studies; and
  - Group exercises and presentation.

## 6. Curriculum Design and methodology

- All training modules, case studies, simulation exercises, field research, and best practices will be drawn from and tailored to the LM context and will focus on practical knowledge, adult learning principles, and real case studies. The training will employ a participatory approach and will be linked to the realities of the LM countries.
- Each training module / subject will be designed and delivered using the “integrated curriculum” approach. The designed integrated curriculum aims to achieve the training objectives and outcomes. The salient features of this approach are based on the following:
  - Trainee /participant-oriented
  - Two-way interaction and information exchange between and among (i) the trainers (resource persons) and participants; and (ii) participants to participants
  - Theoretical knowledge in combination with practical experience and lesson learnt through case studies on CBM implementation.
- Although this program is not a modular training, MI expects that all participants will accept three progressive stages under the training program: (i) Learn to Do, (ii) Do to Learn, and (iii) Share to Learn and concept of the modular training as described in Chart 2

**Chart 2. Training Approach**



## 7. Target participants

The regional training program aims to develop the capacity of the beneficiaries and stakeholders, who are the officials of government ministries and concerned agencies, namely (i) Customs General Department; and (ii) Ministry of Agriculture (Sanitation and Phyto-Sanitation) in the LM countries. A total of 24 participants will be provided with full scholarship to attend the training program.

The regional training program target the participants who work at the border check points at:

- Mukdahan (Thailand) – Savannakhet (Lao PDR) [04]
- Aranyaprathet (Thailand) – Poipet (Cambodia) [04]
- Chiang Khong (Thailand) – Huay Xai (Lao PDR) [04]
- Mea Sot (Thailand) – Myawaddy (Myanmar) [04]
- Lao Bao, Viet Nam [02]
- Ruili (Yunnan, China) – Muse (Myanmar) [02]
- Hekou, Yunnan [02]
- Viet Nam and Yunnan Customs [02]

Eligibility criteria to attend the training program:

- Government officials from the designated and concerned Ministries and Agencies as mentioned above who are involved in the trade facilitation operation, i.e. coordinated border management (CBM) functions and activities.
- Hold University degree or an equivalent educational background with minimum 3 to 5 years working experience CBM-related areas.
- Command of English (speaking, reading, and writing) at working level.
- Familiarity with cross-cultural studying and working environment.
- Full attendance at the training program.

MI encourages a gender balance in the training participant's composition.

## 8. Monitoring & Evaluation

An effective monitoring and evaluation mechanism will be in place to assess the progress and measure the results of the project intervention. An M&E tool will be introduced to the training program, including:

### Pre-Training Program

Selection of participants. Prior to the launch of the training program, relevant information on the prospective participants' knowledge and experience level will be collected. The information will be used to assess and select the participants, monitor the progress, and assess results of the intervention.

### During Training Program

During the program, a pre-training and post-training assessments will be conducted to assess their knowledge and competencies of the participants. Pre-assessment aims to gather information on the participants' level of knowledge. The result will be compared to the post assessment in order to measure

the improvement in knowledge and experience. Furthermore, the training M&E tools, such as ‘mood meter’, ‘Board of Director’s’ may be employed to evaluate day-to-day learning progress.

### **Key Performance Indicators (KPI)**

1. 01 Curriculum Design Statement (CDS) developed and delivered
2. MI in-house resource persons and external resource persons identified and selected for the training
3. Training successfully conducted.
4. 1 group email created and shared with all training participants.
5. 1 training completion report prepared and reported.
6. Training completion report

### **9. Duration and Location**

The regional training program will consecutively be conducted in three days from March 25 – 27, 2019 at Mekong Institute (MI), Khon Kaen, Thailand.

### **10. Resource Persons**

A team of professional instructors consisting of (i) external resource persons and (ii) in-house resource persons with a profound knowledge and experience in international trade, economic integration, trade and transport facilitation. The resource persons are responsible for delivering the training program by subject with the training facilitation of Trade and Investment Facilitation Department (TIF), MI.

#### **External Resource Person**

##### **1. Mr. David Martin, High Level Economic Integration Advisor, Asian Development Bank (ADB)**

International trade consultant with 20 years’ experience in the design, delivery, monitoring and evaluation of trade-related technical assistance (TRTA), regional economic integration, institutional development and capacity building programmes, worldwide.

Specialized in trade theory, trade regulation and trade negotiations with a primary focus on regional economic integration, trade policy, trade facilitation (customs, standards and conformance, SPS and TBTs) as well as services liberalization, investment promotion and facilitation, IPR, dispute settlement, private sector representation and trade-related adjustment programmes.

Completed assignments include the preparation of policy papers, cost-benefit analyses and proposals for regulatory reform, the development of draft laws and technical regulations, the design of national and regional-level capacity building programmes, the removal of supply side and market access constraints, and monitoring and evaluation for regional economic integration and trade and transport facilitation programmes.

Associated skills include project management, business development and methodology writing.

Extensive experience in the Southeast Asian region since 1987, of which seven years as Team Leader of the ASEAN-EU Programme for Regional Integration Support, based at the ASEAN Secretariat in Jakarta, two years as Team Leader on the EU-Indonesia Trade Support Programme, helping to develop the country's export quality infrastructure and market compliance of key export products, and three years as trade and transport facilitation adviser to the ADB.

**2. Ms. Rosalind Mckenzie, Senior Regional Cooperation Specialist, Asian Development Bank (ADB)**

**3. Ms. Krittika Panprasert, Director of Tax Incentive Bureau, Thai Customs Department**

**4. Dr. Santi Chaisrisawatsuk, Assistant Professor, National Institute of Development Administration (NIDA), Thailand**

**5. Mr. Sapphasuk Wijaiworakit, Thai Customs Department**

#### **In-House Resource Persons**

**1. Mr. Quan Anh Nguyen, Program Specialist, Trade and Investment Facilitation Department, MI**

Mr. Quan Anh Nguyen is now the Program Specialist Trade and Investment Facilitation Department, Mekong Institute (MI). Prior to joining MI in 2015, he worked as a consultant economist for Asian Development Bank (ADB), the Philippines.

Mr. Quan Anh Nguyen earned his Master of Art in Economics (International Trade and Finance) from the University of Manoa (UHM), Hawai'i, USA in 2002.

Mr. Quan Anh Nguyen has over 26 years of experience working in both private sector and international development sector. His expertise and professional interest in international trade, trade facilitation with technical skills and experience in economic research and analysis in the national and regional context, e.g. GMS with a focus on trade and trade facilitation and investment, special economic zones (SEZs), cross-border economic zone (CBEZ), trade and transport facilitation (TTF). He has also provided his expertise to capacity development programs with the support from ADB, the World Bank Group (WBG), and so on.

Mr. Quan Anh Nguyen has proven experience in ODA operations and development under various types of aid modality and financing instruments in partnership between bilateral and multilateral development partners (ADB, WBG, AusAID, JICA, EU, IFAD, and KfW) and the Governments a track record of consistently meeting and exceeding established goals and objectives through development projects and program in various sectors.

## **11. Contact**

For further information on the training program and enquiries, please contact MI Team:

<p><b>1) Mr. Madhurjya Kumar Dutta</b></p> <p><b>Program Director</b>  <b>Trade and Investment Facilitation (TIF)</b>  <b>Tel:</b> +66 (0) 43 202 411-2 Ext. 2101  <b>Fax:</b> + 66 (0)43 203 656  <b>Mobile:</b> +66 (0) 8 74927118  <b>Email:</b>  dutta@mekonginstitute.org</p>	<p><b>2) Mr. Quan Anh Nguyen</b></p> <p><b>Program Specialist</b>  <b>Trade and Investment Facilitation (TIF)</b>  <b>Tel:</b> +66 (0) 43 202 411-2 Ext. 2103  <b>Fax:</b> + 66 (0)43 203 656  <b>Mobile:</b> +66 (0) 62990 3971  <b>Email:</b>  quan@mekonginstitute.org</p>	<p><b>3) Mr. Sokim Phang</b></p> <p><b>Program Officer</b>  <b>Trade and Investment Facilitation (TIF)</b>  <b>Tel:</b> +66 (0) 43 202 411-2 Ext. 2111  <b>Fax:</b> + 66 (0)43 203 656  <b>Mobile:</b> +66 (0) 62990 3971  <b>Email:</b>  sokim@mekonginstitute.org</p>
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### **APPENDIX 3. TRAINING PROGRAM**

#### **DAY 1. MONDAY, MARCH 25, 2019**

Venue: Mekong River Conference Room, 2<sup>nd</sup> floor, MI Annex Building, Khon Kaen, Thailand

08:30 – 08:45	<p>Welcome Remark</p> <p><b>Dr. Watcharas Leelawath, Executive Director, Mekong Institute (MI)</b></p>
08:45 – 09:05	<b>MI Video Presentation</b>
09:05 – 09:15	<b>Group photo</b>
09:15 – 09:45	<p><b>An Overview of the Training Objectives and Program Agenda</b></p> <p>Mr. Dutta Madhurjya Kurma, Director, TIF, MI</p>
09:45 – 10:00	<b>Coffee Break and Networking</b>
10:00 – 10:15	<p><b>Expectations and Setting up norms, and Evaluation Tools</b></p> <p>Mr. Quan Anh Nguyen, Program Specialist, TIF, MI</p>
10:15 – 10:30	<p><b>Ice-breaking</b></p> <p><b>All participants &amp; TIF team</b></p>
10:30- 12:00	<b>International Conventions and Practices in Coordinated Border Management</b>

	<b>(CBM)</b> Ms. Krittika Panprasert, Director of Tax Incentive Bureau, Thai Customs Department
12:00 – 13:10	<b>Lunch</b>
13:10 – 15:00	<b>International Conventions and Practices in Coordinated Border Management (CBM)</b> Ms. Krittika Panprasert, Director of Tax Incentive Bureau, Thai Customs Department
15:00 – 15:15	<b>Coffee Break</b>
15:15 – 16:45	<b>Trade Facilitation Agreement</b> Mr. Quan Anh Nguyen, Program Specialist, TIF, MI
16:45 – 17:00	<b>BOD Meeting</b> BOD & TIF Team

**DAY 2. TUESDAY, MARCH 26, 2019**

Venue: Mekong River Conference Room, 2<sup>nd</sup> floor, MI Annex Building, Khon Kaen, Thailand

08:30 – 09:00	Recapitulation and BoD Selection
09:00 – 10:15	<b>Single Window as part of Customs Modernization for Trade Facilitation</b> Mr. Sapphasuk Wijaiworakit, Thai Customs Department
10:15 – 10:30	<b>Tea Break</b>
10:30 – 12:00	<b>Single Window as part of Customs Modernization for Trade Facilitation</b> Mr. Sapphasuk Wijaiworakit, Thai Customs Department
12:00 – 13:10	<b>Lunch</b>
13:10 – 15:00	<b>Coordinated Border Management (CBM) under CAREC Program and International Practices</b> Ms. Rosalind Mckenzie, Senior Regional Cooperation Specialist, Asian Development Bank (ADB)
15:00 – 15:15	<b>Tea Break</b>



15:15 – 16:45	<p><b>Coordinated Border Management (CBM) under CAREC Program and International Practices</b></p> <p>Ms. Rosalind Mckenzie, Senior Regional Cooperation Specialist, Asian Development Bank (ADB)</p>
16:45 – 17:00	<p><b>BOD Meeting</b></p> <p>BOD &amp; TIF Team</p>





**DAY 3. WEDNESDAY, MARCH 27, 2019**

Venue: Mekong River Conference Room, 2<sup>nd</sup> floor, MI Annex Building, Khon Kaen, Thailand

08:30 – 09:00	<b>Recapitulation and BoD Selection</b>
09:00 – 10:15	<p><b>Coordinated Border Management (CBM) under GMS Program</b></p> <p>Mr. David Martin, Asian Development Bank (ADB)</p>
10:15 – 10:30	<b>Tea Break</b>
10:30 – 12:00	<p><b>Coordinated Border Management (CBM) under GMS Program</b></p> <p>Mr. David Martin, Asian Development Bank (ADB)</p>
12:00 – 13:10	<b>Lunch</b>
13:10 – 15:00	<p><b>Study on Customs Modernization</b></p> <p>Dr. Santi Chaisrisawatsuk, Researcher, National Institute of Development Administration (NIDA), Thailand</p>
15:00 – 15:15	<b>Tea Break</b>
15:15 – 16:15	<p><b>Training Evaluation and Reporting</b></p> <p>Post – Training Evaluation; Overall Training Evaluation; and Summary of Training Program</p> <p>Mr. Quan Anh Nguyen, Program Specialist, TIF, Mekong Institute (MI)</p>
16:15 – 17:00	<p><b>Closing Ceremony</b></p> <p><b>Awarding Certificates</b></p> <p>Dr. Watcharas Leelawath, Executive Director, Mekong Institute (MI) and Mr.</p>

	<p>Madhurjya Kumar Dutta, Director, TIF, MI</p> <p><b>Speech by National Representative</b></p> <p><b>The Way Forward</b></p> <p>Mr. Madhurjya Kumar Dutta, Director, TIF, Mekong Institute (MI)</p> <p><b>Closing Remarks</b></p> <p>Dr. Watcharas Leelawath, Executive Director, Mekong Institute (MI)</p>
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#### APPENDIX 4. PARTICIPANT DIRECTORY

No	Country / Photo	Name / Position / Organization	Contact
<b>CAMBODIA</b>			
1		<p><b>Mr. Kadul Kandarith</b></p> <p>Deputy Chief of Poipet Customs and Excise Office General Department of Customs and Excise of Cambodia</p>	<p>Mobile: (855)12 866 671 Email: <a href="mailto:kandarith@gmail.com">kandarith@gmail.com</a></p>
2		<p><b>Mr. Sok Chentara</b></p> <p>Customs Official Customs Valuation Office, Planning and Technic Department General Department of Customs and Excise of Cambodia</p>	<p>Mobile: (855)69 462 699 Email: <a href="mailto:chentara5610@yahoo.com">chentara5610@yahoo.com</a></p>
<b>P.R.CHINA</b>			
3		<p><b>Mr. Dian Wang</b></p> <p>Section Chief Image Analyse Centre Kunming Customs 618 Beijing Road, Kunming city, Yunnan Province</p>	<p>Tel: 0086-63016154 Mobile: 0086-13888169096 Email: <a href="mailto:102001901@qq.com">102001901@qq.com</a></p>
4		<p><b>Ms. Jiyun Pan</b></p> <p>Senior Staff Member Kunming Changsui Airport Kunming Customs South Working Area of Kunming International Airport, Kunming, Yunnan Province, PRC</p>	<p>Tel: 0086-087167094830 Fax: 0086-087167094830 Mobile: 0086-13658820760 Email: <a href="mailto:aggiepan@126.com">aggiepan@126.com</a></p>

5		<p><b>Mrs. Jiali Liu</b></p> <p>Deputy Section Chief Ruili Customs Kunming Customs No.84, Ruihong Road, Ruili City, Yunnan Province, P.R.C</p>	<p>Tel: 0086-6924110397 Moblie: 0086-13608768199 Email: <a href="mailto:981287929@qq.com">981287929@qq.com</a></p>
6		<p><b>Mr. Jian Wan</b></p> <p>Section Chief Ruili Customs Kunming Customs No.84, Ruihong Road, Ruili City, Yunnan Province, P.R.C</p>	<p>Tel: 0086-6924110397 Mobile: 0086-13887877553 Email: <a href="mailto:chinawj@126.com">chinawj@126.com</a></p>
7		<p><b>Mr. Rui Li</b></p> <p>Section Chief Integrated Service Division Hekou Customs of the People's Republic of China N.5, Binghe Road of Hekou county</p>	<p>Tel: 0873-3450277 Mobile: 13529840861 Email: <a href="mailto:Xirenwusheng@163.com">Xirenwusheng@163.com</a></p>
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<b>LAO PDR</b>			
9		<p><b>Mr. Bouasone Sayasouk</b></p> <p>The Chief of Dasavanh Customs Customs Regional VI Dansavan village, Xepore District, Savanakhet province, Lao PDR</p>	<p>Tel: +856-41660391 Fax: +856-41660391 Email: <a href="mailto:sysbouasone@gmail.com">sysbouasone@gmail.com</a></p>
10		<p><b>Ms. Kaisone Sengsoulichanh</b></p> <p>Plant Quarantine Technical Agriculture and Forestry in Savanakheth Province Ministry of Agriculture and Forestry Savannakhet, Lao PDR</p>	<p>Tel: +856 041-212225 Fax: +856 041-212225 Mobile: +856 20 2260 9998 Email: <a href="mailto:kaisonesslc@gmail.com">kaisonesslc@gmail.com</a></p>
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11		<p><b>Ms. Ei Phyo Lwin</b></p> <p>Customs Inspector No.132, Strand Road, Kyauktada Township, Yangon, Myanmar</p>	<p>Tel: +959970549833 Fax: +951 380731 Email: <a href="mailto:mmcustoms.intsec@gmail.com">mmcustoms.intsec@gmail.com</a></p>

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<b>VIET NAM</b>			
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<b>THAILAND</b>			
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19		<p><b>Ms. Praethip Kaewjan</b></p> <p>Agricultural Research Officer, Practitioner Level Chiang Khong Plant Quarantine Station The Office of Agricultural Regulation, Department of Agriculture</p>	<p>Tel: 053-792831 Fax: 053-792831 Mobile: 093-8183571 Email: <a href="mailto:ckpqs@hotmail.com">ckpqs@hotmail.com</a> Line id: moo_non</p>
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		<p><b>Mr. Kittisanta Sukhaphrabhorn</b></p> <p>Customs Technical Officer Aranyaprathet Customs House Thai Customs Department Klong Toet, Bangkok</p>	<p>Mobile: 089-229-9536 Email: <a href="mailto:106453@customs.go.th">106453@customs.go.th</a> Line: Kittisanta Sukhapra</p>
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23		<p><b>Mr. Kridsada Somnapun</b></p> <p>Computer Technical Officer, Practitioner Level, Planning and Standard Division, Information and Communication Technology Bureau Thai Customs Department</p>	<p>Tel: +662-667-700 Ext.4865 Fax: +662-667-7869 Mobile: +669-09767721 Email: <a href="mailto:kridsada_sm@customs.go.th">kridsada_sm@customs.go.th</a></p>

## APPENDIX 5. RESOURCE PERSONS

### EXTERNAL RESOURCE PERSONS

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# APPENDIX 6. MI E-LEARNING

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**MEKONG INSTITUTE**

Group Email:  
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