



# Building Resilience Through DIGITALIZATION

With support from the Lancang-Mekong Cooperation Fund, Mekong Institute (MI) recently completed an online training course on cross-border electronic transactions and the use of electronic signatures to help make more efficient and inclusive cross-border trade and e-commerce practices. From March 1 to 12, 2021, the sessions exposed Lancang-Mekong nationals on how to increase the productivity and competitiveness of business companies and small- and medium-sized enterprises (SMEs) for the steady economic recovery of countries in the region.

Learn how the e-training fared by reading the experience of **Ms. Moh Moh Myint Khine**, Regional Director of NTL Naigai Trans Line Company, Limited—an international freight forwarder based in Yangon, Myanmar.

## How will the training help you in your line of work?

During this prolonged COVID-19 pandemic, government and private sector efforts have focused on helping us adapt to the new normal. The MI training was timely because it reinforced more than ever the importance of robust digital infrastructure and widespread digitization of services for continued trade connectivity and accessibility. In line with this, MI helped me better understand how to contribute to a paperless trade environment for more efficient trade flow not just in Myanmar but across the region for our shared benefit and gain.



## **How do you think digitization such as electronic transactions and electronic signatures can improve trade practices?**

In Myanmar, much work remains to be done to upgrade our electronic systems, particularly our e-payment and clearance procedures. By investing on infrastructure and enhancing capacities, we will be able to create more opportunities for SMEs to grow and be more competitive in international markets. For me, electronic transactions is the first strategic step towards our economic transformation because it will allow everyone access to instant payment, payment security, better customer service, and transparency.



## **How do you think MI's e-training will help contribute to the digitization services in your country?**

The e-training enhanced my understanding of the processes and systems needed to build a paperless society. MI's sessions, particularly on laws and regulations on e-commerce, policies on electronic trade, and ways forward to implement automated customs systems gave us the initial start to support policies and investments in this direction.

## **How did you find MI's e-training?**

From my experience, MI's pre-training preparation and training materials were excellent. The guidance and materials provided beforehand prepared us for the technical topics of the sessions.

In addition, MI opened avenues for us to learn from other government and private sector representatives across the Lancang-Mekong countries on how to tap resources we currently have to accelerate our digitization progress.

I particularly enjoyed the Q and A session because of the open exchange of ideas, while the group assignments built our team spirit. Ultimately, MI ingrained in us that learning is a continuous process that must be shared to others. This is why I look forward to attending MI's synthesis and evaluation workshop in a few months to share how I have used the knowledge I gained from the training.

