

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



## REGIONAL WORKSHOP

Business Connection and Information Sharing Among SEZ  
in the Lancang – Mekong Countries Cum Synthesis & Evaluation  
of Training Program on Coordinated Border Management [CBM]

July 08 - 10, 2019

Mekong Institute (MI)  
Khon Kaen, Thailand

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## **ACKNOWLEDGEMENTS**

We, Mekong Institute (MI), would like to express our appreciation to the 19 delegates from Cambodia, China, Lao PDR, Myanmar, Thailand, and Viet Nam, for the active engagement in the regional workshop on "Business Connection and Information Sharing Among SEZs in the Lancang – Mekong Countries cum Synthesis & Evaluation for the Training on Coordinated Border Management" from July 08 – 10, 2019. The participants successfully completed all the workshop program activities, proactively contributed to the discussions, and sharing country experiences on related topics during the workshop.

The Regional Workshop could not be accomplished without the support from the Lancang–Mekong Cooperation Special Fund (LMCSF).

We would also like to thank all internal and external resource persons for providing the project intervention, technical expertise and experience, and best practices in SEZ management, investment promotion, the importance of OSS operations and SPS in trade facilitation, and information sharing mechanism through the SEZ online platform with all participants during the workshop.

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.

**Trade and Investment Facilitation (TIF) Department**

**Mekong Institute**

**August 2019**

## EXECUTIVE SUMMARY

The Mekong Institute (MI), in collaboration with the Ministry of Commerce of Thailand, conducted a regional workshop on Business Connection and Information Sharing among SEZs in Lancang-Mekong (LM) Countries cum Synthesis & Evaluation for the Training on Coordinated Border Management (CBM) on July 08- 10, 2019 in Khon Kaen, Thailand. The workshop is a joint activity of the LM Special Fund Projects on “Joint Development of SEZs in the LM Countries” and Upgrading Border Facilitation for Trade and Logistics Development”.

The workshop aimed to (i) review learning from the CBM training program and results of action plan implementation by training participants; (ii) discuss the regional SEZ online platform for promoting investment, trade, and logistics development; (iii) discuss the possibilities of developing joint OSS and integrated quarantine service centers between SEZs in the six LM countries as well as propose solutions and measures to develop online functions to support the system.

The workshop was attended by 19 participants from Cambodia, China, Lao PDR, Myanmar, Thailand and Viet Nam representing Ministries of Commerce (MOC), Planning and Investment (MPI), Agriculture and Forestry, Board of Investment (BOI), Customs Department, one-stop service (OSS) centers, and special economic zone (SEZ) policy development and monitoring agencies.

The discussions focused on (i) Introduction of the Online Platform for SEZs, (ii) Online Platform in support of SEZ Development in the LM countries, (iii) SEZ Development, (iv) OSS models and best practices in enabling business environment to support SEZ development in the LM countries, (v) Development status of SPS and Harmonization of SPS measures to facilitate trade, including cross-border trade and Online Platform development to support integrated quarantine arrangements in LM countries; and (vi) possibilities of development joint OSS centers and integrated quarantine service in connectivity with the Online Platform in LM countries, and (vii) practical measures and solutions to development and implementation of joint one stop service and integrated quarantine service to support SEZ online platform in LM countries.

The regional workshop was facilitated by technical expert from the Asian Development Bank (ADB), the Consultant (website developer), the staff members of Agricultural Development and Commercialization Department (ADC) and Trade and Investment Facilitation Department (TIF), Mekong Institute (MI). Key discussion and results of the workshop are summarized as follows:

- The LM representatives supported the project activities and intervention through establishment of the SEZ Database (Online Platform) to connect with SEZs and linkages to the OSS and quarantine services centers and information sharing between and among SEZs in the LM countries.
- Type of information and information sharing mechanism must be aligned with the national laws and regulations of the LM countries are subject to the national laws and regulations. It is important to consider the confidentiality of companies (investors) in all SEZs.

- One-stop service (OSS) center in SEZs discussed at the workshop is based on the perspective of **investment promotion**
- The participants introduced and suggested better promotion scheme for SEZs in the LM countries.
- The participants who attended the CBM Training Program would implement Action Plans in the form of Knowledge Sharing Workshops on CBM through development of joint OSS centers and integrated quarantine services centers, e.g. CCA procedures (SSI/SWI) for the purpose of **trade facilitation** after this workshop.

The workshop evaluation showed that the workshop program met expectations and contributed to enhancement of knowledge and skills of participants. Participants also suggested some areas for further improvement by MI, including:

- **Identification of possible starting points** for effective cooperation between and among LM SEZs
- **Study visits** to successful SEZs in the LM countries
- **More participation of concerned government ministries, departments, and agencies** for more inputs and policy solutions to the project intervention strategies

## ABBREVIATIONS / ACRONYMS

ADB	Asian Development Bank
ANZ	Australian and New Zealand Bank
APEC	Asia-Pacific Economic Cooperation
BEZ	Border Economic Zone
BOI	Board of Investment
CAMCONTROL	Cambodia Import-Export Inspection and Fraud Repression Directorate-General
CAREC	Central Asian Regional Economic Program
CASP	Core Agriculture Support Programme
CBEZ	Cross Border Economic Zone
CBM	Coordinated Border Management
CBTA	Cross Border Transport Facilitation Agreement
CCA	Common Control Area
CDC	Council for the Development of Cambodia
CEZ	Coastal Economic Zone
CIQ	Customs, Immigration and Quarantine
CNSW	Cambodia National Single Window
CO	Certificate of Origin
CPTPP	Progressive Agreement for Trans-Pacific Partnership
CSEZB	Cambodian Special Economic Zone Board
E-Cert	Electronic Certificate
EPZ	Export-processing Zones
EPZ	Export-processing Zone
ERP	Enterprise Resource Planning System
EU	European Union
FDI	Foreign Direct Investment
FPMSC	Foreign Personnel Management Service Center
GDCE	General Department of Customs and Excise
GDP	Gross Domestic Product
GDS	Global Data Standards
GDT	General Department of Taxation
GMS	Greater Mekong Sub-region
GVC	Global Value Chain
HITZ	High-tech Industrial Zones
ICD	Inland Container Depot
IDP	Industrial Development Policy
IPPC	International Plant Protection Convention
ITDS	International Trade Data System
IZ	Industrial Zone

KAMSAB	Kampuchea Shipping Agency and Brokers
Lao PDR	Lao People's Democratic Republic
LM	Lancang-Mekong
LMCSF	Lancang–Mekong Cooperation Special Fund
MACCS	Myanmar Automated Cargo Clearance System
MI	Mekong Institute
MNC	Multinational Company
MOC	Ministry of Commerce
MPI	Ministry of Planning and Investment
NTM	Non-tariff measures
OMSS	One More Stop Shop
OP	Online Platform
OSOS	One Start One Stop
OSS	One-stop Service
OSSC	One-stop Service Center
PAA	Pan-Asia Alliance
PPP	Public-private Partnership
QIP	Qualified Investment Project
SAEZ	Special Administrative and Economic Zones
SEZ	Special Economic Zone
SOP	Standard Operating Procedures
SPS	Sanitary and Phytosanitary
SSI	Single Stop Inspection
SWI	Single Window Inspection
TBT	Technical Barriers to Trade
TIF	Trade and Investment Facilitation Department
UN/CEFACT	United Nations Centre for Trade Facilitation and Electronic Business
VAT	Value Added Tax
WTO	World Trade Organization

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# I. INTRODUCTION

## 1.1. Project background

With support from Lancang–Mekong Cooperation Fund, Mekong Institute (MI) is implementing the project on “Upgrading Border Facilitation for Trade and Logistics Development” from 2018–2021. The project consists of five components:

- i. Component 1. Infrastructure and regulations for Border SEZs in the Lancang–Mekong sub-region;
- ii. Component 2. Business connection and information sharing among SEZs in the Lancang–Mekong sub-region
- iii. Component 3. Better management and promotion of SEZs in the Lancang–Mekong sub-region;
- iv. Component 4. Trade and Logistics infrastructure and facilities in the border areas; and
- v. Component 5. Developing ICT skills to facilitate cross-border trade in goods and services.

MI has completed the project activities under Component 1 in 2018 and 2019 covering an initial analysis and assessment of the status (i) hard infrastructure with a focus on (i) border infrastructure and facilities developed in the border economic zones (BEZs); (ii) establishment and implementation of one–stop service (OSS) centers and facilities in the BEZs; (iii) soft infrastructure for trade facilitation, through coordinated border management (CBM) implementation, i.e. the SSI/SWI mechanisms under the regional cooperation framework [GMS Cross–Border Transport Facilitation Agreement (CBTA)], customs modernization, and (iv) need for capacity development and technical assistance in consultation with the project stakeholders in the six (06) LM countries.

In March 2019, MI provided a regional training program on “Coordinated Border Management” (CBM) under Component 2 “Business connection and information sharing among SEZs in the ML countries”. The training program highlighted the importance of border management processes and procedures between and among the border control agencies and authorities domestically and internationally, especially progress and challenges facing CBM implementation in the Greater Mekong Sub-project (GMS) sub-region and the Central Asian Regional Economic Program (CAREC), and international practices and experiences.

The studies under the project framework found that (i) the development model of SEZs are supported by more diverse investment and production, including trade, industrial development, manufacturing, logistics and associated services, and residential services to become modern urban complexes; (ii) infrastructure, utilities, and connections between locations are key factors for investors, while land rental costs and labor resources are key attractions in the border provinces; (iii) foreign direct investment (FDI) plays crucial role in economic zone development in connectivity with the global value chain (GVC); and (iv) low-cost of labor and strong linkages with the domestic economies are



important to create a strong base for multinational companies (MNCs) and maintain their operation in the host country, respectively.

In line with the development context in the LM countries, the project intervention aims to support the development of “Business Connection and Information Sharing among SEZs” as part of Component 2 that intends to:

- Establish an integrated regional platform (a SEZ Online System) for the LM countries, covering SEZ database and business information services to promote investment, trade, and logistics development for the LM countries.
- Develop online services as part of the established regional platform to function as a business information center to (i) facilitate business and development processes, (ii) make it easier to do business in SEZs, and (iii) connect investors, traders, and entrepreneurs with the resources needed to accelerate investment, trade, and logistics development in the LM countries.
- Support the development of a joint one stop service (OSS) centers and integrated quarantine service center between and among the SEZs in the LM countries or similar models that aims to enhance efficiency and effectiveness of (i) within-country coordination (to bring all concerned stakeholders, e.g. Government agencies, and private sector actors (zone developers, investors, etc.); and (ii) inter-country coordination, e.g. coordinated actions between the two countries needed to maximize benefits on both sides of the borders.

## **1.2. Workshop Objectives**

The specific objectives were to:

- Discuss the regional platform for SEZ in terms of database architecture and information requirements by the SEZs and concerned project beneficiaries and stakeholders for promoting investment, trade, and logistics development.
- Jointly review the OSS centers in the six (06) LM countries in terms of development status, operational OSS models, similarities and difference in OSS functions, effectiveness and efficiencies.
- Jointly review the SPS services in the six (06) LM countries in terms of development status, operational models, similarities and difference in SPS functions, effectiveness and efficiencies.
- Jointly review investment modalities in SEZs and investment potentials (domestic and foreign) for SEZ development in the LM countries.
- Discuss the possibilities to develop joint OSS centers and integrated quarantine service center between SEZs (business models) in the six (06) LM countries and suggest solutions and measures to develop online functions to support joint OSS and integrated quarantine system.
- Suggest solutions to promoting “Business connection and information sharing among SEZs in the Lancang–Mekong sub-region” with a focus on (i) policy and technical cooperation; and (ii) coordination in promoting SEZs or economic zones in general to attract more investment

(e.g. business cooperation models); and (iii) promotion of utilization of the SEZ database, online business information services, in consultation with the project stakeholders.

### **1.3. Expected Outputs of the Workshop**

The regional workshop expected to achieve the following outputs:

- Identified appropriate regional platform (SEZ online system), including SEZ database, business information services, joint one stop service (OSS) and integrated quarantine service functions and operational model to promote further investment, trade, and logistics development among the SEZs in the LM countries.
- Identified and analyzed gaps (similarities and differences) in implementation of one stop service centers for investment promotion in SEZs in the LM countries.
- Identified and analyzed gaps (similarities and differences) in implementation of SPS services in the LM countries.
- Identified strength, disadvantages, and potentials in promoting and attracting investment, especially foreign investment in SEZs or economic zones in general.
- International best practices in implementing OSS centers and SPS services for investment promotion provided to the project stakeholders and beneficiaries in the LM countries.
- Proposed practical measures and solutions to development of joint one stop service (OSS) centers and integrated quarantine (SPS) service center to promote investment in SEZs in the LM countries.

## **II. WORKSHOP METHODOLOGY**

The regional workshop was facilitated by technical expert (Economist) from the Asian Development Bank (ADB), the Consultant (website developer), the staff members of Agricultural Development and Commercialization Department (ADC) and Trade and Investment Facilitation Department (TIF), Mekong Institute (MI) in cooperation with all invited participants as the project stakeholders and beneficiaries. This event aimed to come to a consensus on its objectives and expected outcomes under the project framework.

To that end, the workshop was constituted by the following agenda and method:

- The first session offered the participants with the (i) introduction of the online platform for SEZs; (ii) SEZ Development and OSS models and best practices in enabling business environment to support SEZ development in the LM countries, (iii) Development status of SPS and Harmonization of SPS measures to facilitate trade, including cross-border trade and Online Platform development to support integrated quarantine arrangements in LM countries;
- The second session was designed for the country reflections on SEZs, OSS operations, and investment promotion and trade facilitation mechanism in each of the LM countries.
- The third session sought the participants' perspectives and consensus on practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service in connectivity with online platform for SEZs in LM countries.

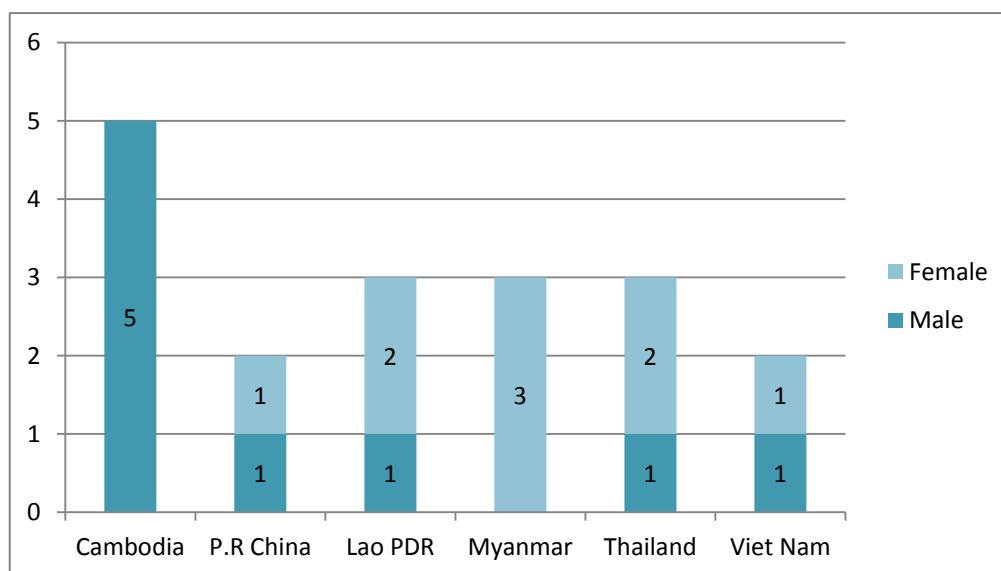
### III. WORKSHOP PARTICIPATION

#### 3.1. Participants

19 participants from Cambodia, China, Lao PDR, Myanmar, Thailand and Viet Nam, representing Ministries of Commerce (MoC), Planning and Investment (MPI), Agriculture and Forestry, Board of Investment (BOI), Customs Department, one-stop service (OSS) centers and special economic zone (SEZ) policy development and monitoring agencies, attended the regional workshop.

In particular, five (5) participants from Cambodia, two (2) from China, three (3) from Lao PDR, four (4) from Myanmar, three (3) from Thailand, and two (2) from Viet Nam, and three (3) from Thailand attended the workshop. Out of the total 19 participants, ten (10) are female.

Figure 1. Participant ratios by (i) proportion and (ii) gender



#### 3.2. Resource Persons

<b>1. MR. SA-NGA SATTANUN</b> <b>Program Manager, TIF, MI</b>	<b>Topic 1: Introduction of SEZ Online Platform</b> <ul style="list-style-type: none"> <li>- Project components to support the online platform for SEZ</li> <li>- SEZs in the LM countries</li> <li>- SEZs information linkage to the Online Platform</li> <li>- Information categories</li> </ul>
<b>2. MR. EKAPON</b> <b>UDOMMONGKONKID</b> <b>MI Consultant</b>	<b>Topic 2: Introduction of SEZ online platform architecture, data requirements and types</b> <ul style="list-style-type: none"> <li>- System architecture</li> <li>- Front-end structure</li> <li>- Back-end structure</li> </ul>

- 
- Region (SEZ section & zone section)
  - Facilities (Logistics)
  - Demo site
- 

**3. DR. JAYANT MENON**  
**Lead Economist**  
**Trade and Regional**  
**Cooperation, Asian**  
**Development Bank (ADB)**

**Topic 3: SEZ Development in the LM countries: Lessons from a Case Study of Cambodia**

- Introduction
- What are SEZs?
- Interview Findings
- Survey Findings
- Conclusions

**Topic 4: SEZ Development and OSS models**

- Type of SEZs
  - Border SEZs on GMS Corridors
  - SEZs (Non-Border) on GMS Corridors
  - Type of SEZs and Role of OSS
  - Service Offered by OSS
  - Potential Impact of OSS
  - Challenges in Implementing OSS
  - Conclusion
- 

**4. MS. RATNA DEVI**  
**NADARAJAN**  
**Program Specialist, ADC, MI**

**Topic 5: Development Status of SPS and Harmonization of SPS**

- What are SPS measures?
  - WTO/SPS Agreement
  - Challenges in SPS implementation
  - SEZ Online Platform Development to Support Integrated SPS/Quarantine Arrangements in the LM Countries
- 

## IV. WORKSHOP PROGRAM AGENDA

### 4.1. Welcome Remarks

**Dr. Watcharas Leelawath, Executive Director, MI**

Dr. Watcharas Leelawath welcomed all the participants in MI for the regional workshop and provided an introduction of the MI, including its background and development with a focus on development pillars and thematic areas as well as MI's collaborative partners.



Dr. Watcharas highlighted existing key challenges facing regional trade including high logistics cost, lengthy customs procedures and asymmetric information despite the favorable trade tariffs under regional free trade agreements. For this reason, he emphasized the importance of business connection and information sharing among economic operators in addressing

these issues. Drawing on SEZs in the LM countries under the project framework, he stated that such mechanism is essential for joint development of SEZs and streamlined functions of OSS and quarantine services for boosting trade and logistics development in the region.

## 4.2. Workshop Overview

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

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) which are implemented by Mekong Institute (MI) for the period 2018- 2022. As for



the Regional Workshop on “Business Connection and Information Sharing Among SEZs in the Lancang – Mekong Countries Cum Synthesis & Evaluation of Coordinated Border Management Training” as a 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, the Project team, resource persons, and program agenda, respectively..

## 4.3. Presentations and Discussions

The workshop 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 and discussions.

The workshop was facilitated by (i) 02 in-house resource persons, (ii) two external resource persons, and (iii) the Project team following the workshop agenda:

### **SESSION 1: INTRODUCTION TO THE ONLINE PLATFORM FOR SEZ(s)**

**Mr. Sa-nga Sattanun, Program Manager, TIF, Mekong Institute**

Mr. Sa-nga Sattanun introduced the project activities under the Project 1 on “Joint Development of CBEZs in the LM countries” with a focus on:

- Number of SEZs and forms of SEZs in the LM countries
- SEZs information linkage to SEZs Online Platform (OP) and potential benefits of SEZ platform, including:
  - Better understanding of SEZs’ operations and laws and regulations on SEZs
  - Access to data on import and export, companies operating in SEZs,
  - Contact with involved government agencies, business service center and developers in the SEZ, e.g. Customs, Immigration, Quarantine, etc in SEZs.
  - SEZ locations in connectivity with cities, commercial node, facilities, e.g. warehouse, ICD, airports and ports; etc.



- Link to websites of individual business located in the SEZs;
- Business networking and development, and
- Investment decisions

Introducing the SEZ platform, Mr. Sa-nga presented the outline design and information categories of the SEZ OP. As he mentioned, the platform will be displayed in the form of map, brief information, photo, fact sheet, number, graph, sheet, download documents; and, it comprises of 8 interrelated features on (1) Overview of the SEZ at national level, (2) Specific SEZ, (3) Facilities Infrastructure, (4) Investment Attraction Level, (5) Legislation, (6) Import and Export Data/Information, (7) Trade and Investment Data, and (8) Association/Center.

## SESSION 2: INTRODUCTION OF SEZ ONLINE PLATFORM ARCHITECTURE, DATA REQUIREMENTS AND TYPES

**Mr. Ekapon Udommongkonkid, Mekong Institute's Consultant**



Mr. Ekapon Udommongkonkid provided a session on introduction of SEZ online platform architecture, data requirements and types with brief summary as below:

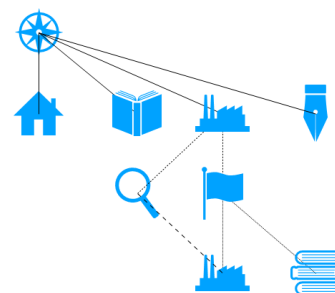
**System Architecture:** The SEZ OP system architecture is a based platform built with Umbraco CMS platform (version 8.x). The Umbraco CMS platform is chosen for its secured and reliable authorization, permission control and front-end and back-end user separation.

The system architecture of SEZ OP consists of SEZ online, database, back-end and front-end user.

**Front-end user** is for public users, such as people who browse the website and search for information. Front-end Structure consists of:

- Landing page
- Home page
- Portal information sections (about, news, articles, contacts forms, etc.)
- Investor registration (for further contact), business profile, business matching
- SEZ section, including query tool (with Google map location pinned), SEZs in each country (information, fact, data, chart and associated forms).

### Front-end Structure



**Back-end user** is the system administrators who are authorized to upload data, content and media onto the system, update and maintain the platform. Back-end structure consists of:

- Landing page
- Home page
- Portal information sections (about, news, articles, contacts forms, etc.)

- Region (SEZ section)
- Media
- Investor list, business profile

**Data Management:** The content, data, media are sorted and manipulated with platform back-end system via web browser and no direct data manipulation on database system. Any data management (add, edit, delete) is done with web application via web-browser.

**Administrator:** The platform has three administrator levels, including country node administrator (maintain data and media on country level node), portal administrator (maintain data and media on portal level node all country level nodes), and system administrator (manage and control all level node).

**Depiction of SEZ OP Demo Site:** For a better understanding of platform, the resource person depicted demo site of the SEZ online plat to the participants.

In this session, the participants were requested to work in groups on SEZ OP development, including (i) Information Sharing, (ii) Home Display, (iii) Menu & Tab, and (iv) Administration & Account. The group discussions and results were presented and summarized as follows:

<b>I. Information Sharing</b>	<b>II. Home Display</b>	<b>III. Menu &amp; Tab</b>	<b>IV. Administration &amp; Account</b>
<ul style="list-style-type: none"> <li>• <b>Be Able To be shared</b> <ul style="list-style-type: none"> <li>- Policies, laws and regulations on SEZ</li> <li>- Investment incentives</li> <li>- Basic information (map, areas, labors, public utilities) of SEZ</li> <li>- Target industries</li> <li>- Facilitation services</li> <li>- Customs borders services, OSS</li> <li>- Work permit center</li> <li>- Social media</li> <li>- Company database (basic)</li> <li>- Investment Capital amount</li> </ul> </li> <li>• <b>Be Unable to Be shared</b> <ul style="list-style-type: none"> <li>- Company's information in SEZs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- New update</li> <li>- Law &amp; regulation on SEZs (Cambodia, P.R China, Lao PDR, Myanmar, Thailand and Vietnam)</li> <li>- Ministries &amp; agreements</li> <li>- Application forms</li> </ul>	<ul style="list-style-type: none"> <li>- Add aftercare investment</li> <li>- Should be user friendly and compact</li> </ul>	<ul style="list-style-type: none"> <li>- Divide administrator and sub-administrator user and separate their role &amp; responsibility and authorization</li> <li>- Administrator for the government level (policies, laws, regulation &amp; investment incentives)</li> <li>- Sub-administrator is for private sector (SEZ developer, investor)</li> </ul>

### **SESSION 3: SEZ DEVELOPMENT IN LM COUNTRIES: LESSONS FROM A CASE OF CAMBODIA**

**Dr. Jayant Menon, Lead Economist, Trade and Regional Cooperation, Asian Development Bank (ADB)**

Dr. Jayant Menon presented the session on SEZ Development in LM Countries: Lessons from the case of Cambodia. The session was started with the concept and purposes of the SEZ. According to the resource person, SEZs are special enclaves, outside a country's normal customs barriers. Inside them, firms (mostly foreign manufacturers) enjoy a degree of favored treatment on import of intermediate goods, company taxation, provision of infrastructure, including logistics facilities, industrial regulations applying elsewhere in the country.



Generally, the purpose of the zones is to generate benefits for the domestic economy that would not occur in their absence. They do this by attracting firms (and their capital goods), who might not otherwise operate in the country. Benefits to domestic country include wages paid minus opportunity cost of the labor, taxes levied, utility charges minus opportunity cost of their provision, value of any technological spillovers that occur, and policy experiments on economic liberalization.

Specially, the results of a study on Cambodia's Special Economic Zones (SEZs) with a view to drawing lessons for other countries in the region was provided. The case of Cambodia was chosen because (i) the country has been aggressively pursuing it as an instrument of development; and ii) the way in which Cambodia has designed and implemented its policy has potentially valuable insights for its neighbors.

Key findings and conclusion of the study were briefed as below:

**A. Findings**

- Firm expectations on entering the SEZ have been largely met but not fully. While the 'one-stop' facility does reduce regulatory compliance costs, not all requirements are met, requiring visits to some government agencies in Phnom Penh
- Cambodian workers can reach satisfactory levels of productivity but require higher levels of training and longer periods of adjustment to achieve these levels than workers in neighboring Thailand and Vietnam. 30 percent of new employees have apparently never attended school and cannot read-“trainable” labor as a minimum
- Cambodian workers can reach satisfactory levels of productivity but require higher levels of training and longer periods of adjustment to achieve these levels than workers in neighboring Thailand and Vietnam.
- Recruitment is becoming more difficult and rates of worker turnover are high
- Electricity costs are high. In the PP SEZ, electricity costs US\$0.20 per kWh, compared with around US\$0.07 in Thailand and Vietnam
- The largest single concern was the cost and reliability of electricity supplies
- Firms in Phnom Penh SEZ expressed greater satisfaction with the quality of public services and infrastructure provided than firms in Bavet and Poipet
- The skill level of production workers available was another source of dissatisfaction



- Few firms use local training institutions to train their workers
- Some firms complained about ‘unofficial taxes’ and ‘gifts’
- Foreign sources of capital dominate financing.
- Almost all output is exported.
- Most (87%) of intermediate inputs are imported
- Linkages to the Cambodian economy are so far mainly employment of production and supervisory workers and use of electricity, water and land

**B. Conclusions**

- The main benefit to the Cambodian economy from its SEZs has been employment creation. The firms occupying Cambodia’s SEZs are at present not closely linked to the domestic Cambodian economy, and significantly less so than similar firms operating outside the zones.
- Even if value-added per unit of output is small and is confined to the labor-intensive activities in the zones, this can be important if the total volume of output is large enough. The potential for labor-intensive manufacturing employment to expand is vast, given the huge volume of internationally footloose production that exists in the region.
- To attract footloose, labor-intensive production, SEZs must be competitive compared with alternative international sites. Multinational firms involved in regional production networks are not present outside the SEZs. SEZs are now attracting new forms of investment, contributing to diversification of the economy.
- SEZs in Cambodia are privately owned and operated. Fiscal and related incentives provided based on meeting criteria of Qualified Investment Projects (QIP), not location.
- The contributions of SEZs can expand greatly, provided the policy environment is right.

*Sources: ADB, 2016, The Role of SEZs in Improving the Effectiveness of GMS Corridors.*

The participants discussed the concerned issues through following questions:

1. What are the pros and cons of private versus government run SEZs?
2. For private SEZs, what role should government play in helping them succeed?
3. For private SEZs, does nationality of the management matter? And if so, how and why?
4. What are the pros and cons of providing incentives? Are they necessary to attract FDI?
5. If incentives matter, what is the best way to provide them? Project-based or location-based? And why?

Key discussion results are summarized as follows:

1. Private Sector Investment for SEZ versus Government’s:

<b>Pros</b>	<b>Cons</b>
<ul style="list-style-type: none"> <li>- No public investment</li> <li>- Efficient investment supported by good networking among private sectors</li> <li>- Quick business/investment decision making</li> <li>- Easy to get market access using their global supply chain, and industrial linkages</li> </ul>	<ul style="list-style-type: none"> <li>- Must follow the regulators, the approval process may take time and costly</li> </ul>

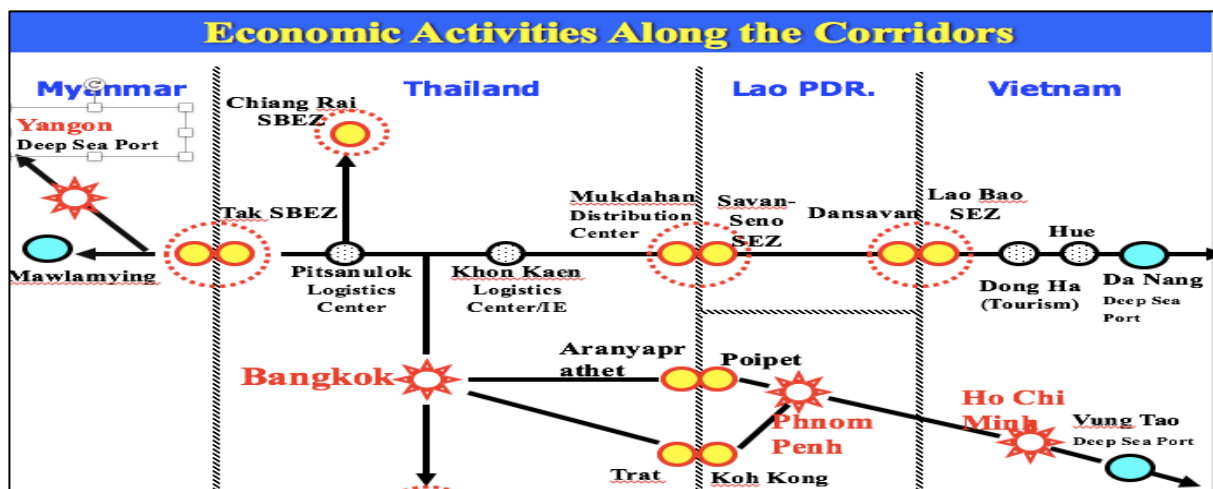
- Access to get high technologies and high standard	
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2. Support from the Government
  - Government can support by relaxing rules & regulations and provides coordination in obtaining required licenses, permissions, and certificates from relevant agencies.
3. Nationality of management
  - The nationality of the management of SEZ developers/operators/investors does not matter much; the most important is to attract more foreign direct investment to the country.
4. Pros and cons of Government incentives
  - Pros: Attract more FDI and provide a good start for investors, good for long-term of country development, technical knowledge and cutting-edge technology from foreign investment, and skill labor development.
  - Cons: Government may loss tax revenue, and when incentives finish, the factory may be closing.
5. Provision of Incentives
  - Incentives shall be granted to all investors equally with no discrimination; however, if governments offer incentives to all investors, the country may not be able to promote its prioritized sectors. A better way for providing incentives should be considered on project based, e.g. Qualified Investment Project (QIP).

**SESSION 4: SEZ DEVELOPMENT AND OSS MODEL**

**Dr. Jayant Menon, Lead Economist, Trade and Regional Cooperation, Asian Development Bank (ADB)**

SEZ Development and OSS Model, including types of SEZs, border and non-border SEZs on GMS corridors, roles of OSS, services offered by the OSS, potential impacts and challenges in implementing OSS, and conclusion of the session were introduced.



In this connection, three types of SEZs, which are in different progressive stages as countries attempt to move from one to the next over time are analyzed:

- First Stage Enclave Type SEZ's: These are relatively small and new employ low skilled workers in a range of low value-added industries largely for export;
- Second Stage Linked Type SEZ's: These have grown to such an extent that they have helped diversify an economy's production base, in particularly by strengthening linkages with the domestic economy;
- Third Stage Reform Driving Type SEZs: This final stage is SEZ's break down the barriers between the SEZ and the broader economy via facilitating nationwide reforms in labour and product markets.

In Cambodia, Laos and Myanmar, the SEZs fall quite firmly within the First Stage of Enclave Type SEZ's. Although they may be helping to diversify the economy's production base, by linking it to GVCs for the first time, they cannot yet be considered as Second Stage Linked Type SEZs because their linkages with the domestic economy are still very limited.

The SEZs in Thailand and perhaps Vietnam as well could be considered Second Stage Linked Type SEZs. The automotive sector is a good example in Thailand, with significant domestic linkages to parts and component manufacturers in the Eastern Seaboard Economic Corridor. To some extent, this is also happening in Vietnam, in the electronics sector, especially with out-migration of firms from China.

The long-term objective is for SEZs in all these countries to get to the final or Third Stage of Reform Driving Type SEZs. At this stage, SEZs no longer have much of a role to play as they are no longer special and have largely integrated with the rest of the economy. This is a benchmark that is unlikely to be realized in practice in most countries but should be assessed in terms of degree of achievement, or the extent of policy spillovers.

For each of these types of SEZs, they can operate either at or close to the border, or away from it. This is an important difference that can affect operations and requirements, as well as how the SEZ progresses through the various stages as illustrated in the following Table:

Country	Total number	Private percent	Public percent	Linkage to domestic economy		
				Enclaves	GVC links	Border
Cambodia	14	100	0	√		√
Lao PDR	2	n/a	n/a	n/a	n/a	n/a
Myanmar	3	n/a	n/a	√		√
PR China	1,515	12	88	√	√	√
Thailand	110	84	16	√	√	√
Viet Nam	411	89	11	√	√	

**Role of One Stop Shops (OSS), services offered by the OSS, potential impact of OSS and challenges in implementing the OSS.**

Role of OSS: OSS has an important role to play in ensuring the success of each type of SEZ. It could be argued that they may be particularly important at the first step, as policy and administrative discord

may be highest in transition economies in the early stage of engaging in international trade and investment.

OSS role may also vary depending on whether the SEZ is located at the border, and/or along an Economic Corridor. This is because the goal of OSS is to reduce the cost of doing business by simplifying and centralizing administrative procedures, and rules and regulations.

Therefore, an efficient OSS can not only make the SEZ more effective but also help it progress through the different stages (Type I to II to III) over time.

Services Offered by OSS often require hosting representatives of all relevant government agencies on site, under one roof, but OSS models can vary from one country to another. Services provided by OSS can range from marketing and attracting investments to SEZs, information or advisory services, business registration, issuing licenses and permits, providing investment incentives, and aftercare services.

For potential impacts of OSS include:

- OSS can have an impact in reducing the cost of doing business and increasing the flow of investments.
- SEZs which offer OSS with fully inclusive services tend to be more successful at attracting investments.
- OSS that are used mainly for marketing purposes rather than providing streamlined services have been less successful.
- These findings were from a joint ADB-ANZ study of SEZs in the Mekong region:

<https://www.adb.org/sites/default/files/institutional-document/470781/role-sezs-gms-economic-corridors.pdf>

Key challenges in implementing OSS include:

- Coordination across relevant ministries, departments and agencies.
  - Inter-agency coordination must be ensured to avoid institutional conflict.
  - Coordination between different geographical locations of offices of individual ministries, departments and agencies is required.
- Sufficient capacity
  - On site OSS must have sufficient capacity to ensure effective information-sharing, streamlining of procedures, and genuine collaboration among concerned agencies.
- Devolution of statutory powers.
  - On site OSS must have the authority to issue or obtain permits and licenses for investors; otherwise it can worsen inter-agency coordination.

In conclusion, Dr. Jayant stated that the roles of OSS is very important in making SEZs operate successfully, but for OSS to operate effectively requires inter-agency coordination, devolution and capacity, and this will prevent OSS becoming OMSS – One More Stop Shop.

The participants were requested to discuss on questions, and present results of the discussion. The questions and summary of results are provided as below:

### **Questions for Discussion**

1. How are border SEZs different from other SEZs? How is the role of OSS different in border vs other SEZs?
2. How can we ensure that both countries benefit (equitably) from border SEZs?
3. What role can border SEZs, and OSS, play in CBTAs?

**Discussion Results:**

1. Border SEZs versus Non-border SEZs
  - Location, infrastructure, logistics services in border area, remote and city are different.
  - Level contents of services and roles of OSS are different but depend on country.
  - Lower risk for customs control in border SEZs than non-border SEZs.
  - Manufactured goods in border SEZ are mostly for exportation.\
2. How to ensure for both countries benefit from border SEZs?
  - Good Laws, transparencies and accountability are important.
  - Mutual recognitions of the permits by both countries
  - Mutual gains of both countries, especially for labor and facilities.
3. Role of border SEZs and OSS in CBTAs
  - Transport Facilitation
  - Promote cross border trade
  - Free flow of good in supply chain
  - OSS can help investors with quick services.

**SESSION 5: DEVELOPMENT STATUS OF SPS AND HARMONIZATION OF SPS**

**Ms. Ratna Devi Nadarajan, Program Specialist, Agricultural Development and Commercialization Department, MI**



Ms. Ratna Devi Nadrajan presented the session on development status of SPS and harmonization of SPS, which included brief background and profile of trade in goods in Lancang – Mekong (LM) region, SPS measures, SPS in trade and WTO agreement, and SPS scenarios in the context of SEZs.

The resource person provided a brief overview of the LM region and its success, including growth of transport and trade in goods -specifically agricultural products and agri-foods, which are supported by regional initiatives, such as Greater Mekong Subregion (GMS) Economic Programs, Cross-border transport facilitation agreement (CBTA), and special economic zone (SEZ).

The SEZs and economic corridors are increasingly used to develop specific sectors or clusters of strategic economic sectors within a country or border zones in LM region. Agri-food sector has been prioritized in the regional development program, for instant in the Core Agriculture Support Programme (CASP, Phase II: 2011–2015) and the 6th GMS Agriculture Ministers’ Meeting GMS Economic Cooperation Programme Strategic Framework 2012–2022.

Ms. Ratna mentioned two types of trade measures for agricultural goods/agri-food importation and exportation, tariff and non-tariff measures (NTMs). She then elaborated the important of NTMs in

agriculture and food trade as to serve to protect food safety, human health, animals and plants, fight pests and diseases, environment, etc. NTMSs include two essential types, Sanitary and Phytosanitary (SPS) and Technical Barriers to Trade (TBT). The TBT technical regulations focus on product packaging, labeling, description, and origin/manufacturer. SPS aims to protect members' right to adopt measures protecting human, animal, and plant life and health; at the same time, to mitigate negative trade effects the measures may cause.

The resource person also gave a brief overview of the WTO/SPS agreement on 12 articles and 3 annexes, and the national SPS System. The key components include setting up a National SPS System consist law and regulations, standard setting, compliance and conformity assessment (testing/laboratory, inspection and certification), and accreditation. However, major challenges for SPS implementation in LM countries include:

- Underdeveloped supply chains, scattered production, small volumes of varying quality, seasonality, informal trade;
- Obstacles/weaknesses in SPS field -procedures more costly and requirements more restrictive to trade than necessary, and health protection insufficient;
- Transparency -weak regulatory framework; insufficient information;
- Not risk-based -poor data on pest and disease situation, same requirements for low and high-risk products;
- Favor precautionary principle;
- Lack of trust and information about each other's systems;
- Lack of capacities in managing SPS.

## **SESSION 6: SEZ ONLINE DEVELOPMENT TO SUPPORT INTEGRATED SPS/QUARANTINE ARRANGEMENTS IN THE LM COUNTRIES**

**Ms. Ratna Devi Nadarajan, Program Specialist, Agricultural Development and Commercialization Department, MI**

Ms. Ratna Devi Nadarajan discussed the SEZ online development to support integrated SPS/Quarantine arrangement in the LM countries. The purpose of this session is to share with workshop's participants what necessary to set up a SEZ online platform. The resource person presented findings excerpted from a study on difficulties faced by firms on SPS and CIQ procedure at border checkpoints. The study findings show that firms faced issues at border checkpoints, such as:

- Complex and lengthy procedures
- Excessive document requirements
- Limited information
- Multiple inspections
- Little coordination between border agencies
- No complaints / appeal procedures
- Arbitrariness, unpredictability.

Some recommendations from the study for addressing above challenges include:

- Streamline and simplify CIQ procedures

- Strengthen risk-based approaches to CIQ procedures
- Improve transparency in SPS implementation
- Better coordination between SPS authorities and with Customs at border
- Electronic SPS certification.

In the context of SEZ, an online platform should:

- Facilitate agri-food / agriculture trade
- Provide access to trading country SPS database/ requirements
- Provide access to WTO / SPS Information System
- Include E-SPS certification.

Current Initiatives:

- Adoption of UN/CEFACT e-CERT, e.g. IPPC e-Phyto Certificate
- Digital signature/certificate eg. data encryption as may be agreed bilaterally
- Bilateral SPS agreement on the exchange from Competent Authority (export) to Competent Authority (import)
- The Point-to-Multipoint exchange, e.g. IPPC e-Phyto Hub
- Collaborative e-SPS Exchange

For SEZ SPS integration, sufficient consultations should be done with:

- IPPC e-Phyto
- UNCEFACT e-CERT
- US ITDS GS1
- APEC Global Data Standards (GDS)
- PAA (Pan-Asia Alliance) e-SPS initiatives

Key challenges for SEZ SPS integration:

- IT infrastructure
- Compliance not addressed by e-SPS initiatives
- Pre-conditions: laws / legal, policies for data exchange (cross border)
- Current use mainly for authentication – control fraud

## **SESSION 7: COUNTRY PRESENTATIONS ON PRACTICAL MEASURES AND SOLUTIONS TO DEVELOPMENT AND IMPLEMENTATION OF (I) JOINT ONE STOP SERVICE AND (II) INTEGRATED QUARANTINE SERVICE IN CONNECTIVITY WITH SEZ ONLINE PLATFORM IN LM COUNTRIES**

### **CAMBODIA**

The representatives from Cambodia gave presentation on “Investment Environment and Opportunities in Cambodia”. The presentation covered: 1) Investment Environment, 2) Special Economic Zones, 3) Industrial Development Policy (IDP) 2015-2025, and 4) Recent Reform Measures to Improve Business Environment and Competitiveness in Cambodia. The presentation is briefly summarized as below:

- Under Cambodian Law on Foreign Investment of 1994, Council for the Development of Cambodia (CDC) is the highest decision-making level of the government for private and public sector investment. CDC is chaired by the Prime Minister and composed of senior ministers from related government agencies. Under the CDC, there is Cambodian Special Economic Zone Board (CSEZB) taking charge of investment projects in SEZs. The CSEZB provides supporting services to investors in SEZs include one stop service (OSS), investment incentives and supports, and investment aftercare services.
- The OSS mechanism is set up by the CSEZB in order to be permanently stationed in each SEZ and has following members: 1) Representative of the CSEZB (Chairman), 2) Representative of the General Department of Customs and Excise (Member), 3) Representative of the Ministry of Commerce (Member), 4) Representative of the Ministry of Labor and Vocational Training (Member), and 5) Representative of Provincial/municipal authority (Member). The OSS provides services, such as:
  - Company registration and investment license:
    - Export/import permit Country of Origin(CO) certificate
    - Work permit and Labor books (both workers and expatriate)
    - Immediate and onsite legal and administrative assistance
  - Online Export/import will be issue online by end of this year (Cambodia National Single Window CNSW).



#### The Investment Incentives and Guarantee

Investment Incentives	Investment Guarantee
1. Corporate Income Tax: 20% Tax holidays: 0% up to 9 years or Special Depreciation 2. Full Import Duty Exemption <ul style="list-style-type: none"> <li>- Production equipment</li> <li>- Construction materials and</li> <li>- Raw materials for export processing</li> </ul> 3. Export Tax Exemption	<ul style="list-style-type: none"> <li>- No discrimination</li> <li>- No nationalization</li> <li>- No requirements of local equity participation</li> <li>- No price controls on products or services</li> <li>- No restriction on foreign exchanges</li> <li>- No capital control</li> </ul>

#### Investment Aftercare Mechanisms:

1. Government-Private Sector Forum is key pillar in improving the Investment Environment in Cambodia; the Decisions of the Forum are equivalent to the Decisions of the Cabinet Plenary Meeting.
2. Agreement between the Kingdom of Cambodia and other Country for the Liberalization, Promotion and Protection of Investment.



The speaker presented brief information on Cambodia macro-economic factors, including GDP growth by sectors, GDP per capita, inflation rate management, exchange rate, and investment by sector. In addition, the speaker mentioned the Bilateral Agreement on the promotion and protection of investments between the Cambodia and other countries (29), and Double Taxation Agreement ratified by Cambodia.

The Industrial Development Policy (IDP) transforms Cambodia from light industry to skilled based industry.

Recent Reform Measures in Cambodia to improve investment environment include:

- Reduce the electricity cost by 2 cents/Kwh from 2019
- Withdraw CAMCONTROL agents from all the ports of entry
- Cancel the issuance of CO (Certificate of Origin) for goods exported to countries that do not require CO
- Terminate the mandate of Kampuchea Shipping Agency and Brokers (KAMSAB)
- Prepare the online procedure on VAT Refund and VAT Credit by General Department of Taxation (GDT)
- Reduce scanning fees for the export and import of garment, footwear, and rice sector
- Implement the Prakas on Public Services of General Department of Customs and Excise (GDCE) for working days and holidays
- Reduce public holidays by 7 days starting from 2020
- Finalize the draft of Law on Investment and Law on Special Economic Zone by the 2nd Quarter of 2019

Participants from other countries asked questions and discussed more on points, such as withdrawal of CAMCONTROL from border checkpoints, elimination of KASAB, electricity cost and effort for reducing electricity cost in Cambodia, size of job creation and types of investments in different SEZs, land ownership by foreign investor, nationality of invested company, incentives provided to investment inside and out the SEZ, investment bonus, investment aftercare service, Qualified Investment Project (QIP) in Cambodia.

## **LAO PDR**

The representatives from Lao PDR presented the Special Economic Zones in Lao PDR, which covered characteristics of Lao SEZ, management structure of SEZ, and OSS.



The types of SEZ in Lao PDR are broadly classified into industrial zone, tourism and new urban centers, and trade and logistics. The SEZs are being developed by both government and private sector (domestics and foreign). Most of existing investors are foreign investors, and top investors from China, Thailand, Japan, Vietnam, Malaysia and France.

Other discussion points include:

- Environment issues and regulations for investment in SEZ
- SPS procedure, customs clearance and inspection in SEZ and at border checkpoints
- Types of product importation and exportation
- Services and functions of OSS
- Focused service sectors in SEZs

## MYANMAR

The representatives from Myanmar presented the Thilawa SEZ, which covered SEZs in Myanmar, SEZ legal framework, and institutional structure for SEZ, organizational structure of Thilawa SEZ, tax incentives and mechanism for SEZ development.



There are three SEZs in Myanmar, namely Thilawa SEZ, Kyauk Phyu SEZ, and Dawei SEZ. Thilawa SEZ is the most matured, active and successful SEZ in Myanmar. Legal Frameworks for supporting SEZs and firms operating in the SEZs include:

- Myanmar Special Economic Zone Law & Dawei Special Economic Zone Law (27 January 2011)
- Myanmar Special Economic Zone Law (23 January 2014)
- Myanmar Special Economic Zone Rule (27 August 2015)
- Myanmar Company Law (6 December 2017)

### Institutional Structure for SEZ & Organizational Structure of Thilawa SEZ

The Myanmar SEZ Central Body is chaired by the Vice President, and the Central Working Body is chaired by Minister of Commerce. And under the Central Working Body, each SEZ has a Management Committee (Thilawa, Dawei, Kyauk Phyu). The SEZ Management Committee consists of representatives from government, regional government and private (SEZ developer) representatives. For implementing, operating and developing the zone is taken care by the zone developer (private sector), providing investment permit, facilitating, coordinating, regulating and promoting the zone is done by the management committee (government).

### Tax Incentives, Mechanism for SEZ Development include:

Income tax exemption	Import tax exemption
<b>*Free Zone (for export)</b>	<b>*Free Zone</b>
<ul style="list-style-type: none"> <li>- 7 years exemption</li> <li>- 50% relief for next 5 years</li> <li>- 50% for next 5 years if profit reinvested within 1 year</li> </ul>	<ul style="list-style-type: none"> <li>- Exemption on import of raw materials, machinery &amp; spare parts, construction material and motor vehicles for construction purpose</li> <li>- Exemption on import of trading</li> </ul>

<b>Promotion Zone (for local market)</b> <ul style="list-style-type: none"> <li>- 5 years exemption</li> <li>- 50% relief for next 5 years</li> <li>- 50% for next 5 years if profit reinvested within 1 year</li> </ul>	<b>Promotion Zone</b> <ul style="list-style-type: none"> <li>- Duty exemption on import of machinery &amp; spare parts, construction material and motor vehicles for construction purpose.</li> <li>- 50% relief for next 5 years</li> </ul>
<b>Commercial tax/VAT exemption</b> <ul style="list-style-type: none"> <li>- Free Zone: investor may be given exemption</li> <li>- Promotion Zone: investor may be given exemptions during specific period only</li> </ul>	<b>One Stop Service Centre (OSS)</b> <p>OSS has set up for approval of investment, company registration, entry visa, stay permit, certificate or origin, collection of taxes, approval of employment permit, permission for factory construction and other documents.</p> <p>All OSSC sections use their own Standard Operating Procedures</p>
<b>Dividend pay-out</b> <ul style="list-style-type: none"> <li>- Investor may apply for income tax exemption for dividends based on profit accrued locally for which tax has been paid</li> </ul>	<b>Asset protection</b> <ul style="list-style-type: none"> <li>- Assets profits &amp; other rights shall be recognized and protected</li> <li>- It is guaranteed that investment shall not be nationalized.</li> </ul>

The One-Stop Service Center (OSSC) is currently staffed by representatives from:

- Customs Department
- Department of Trade
- Directorate of Investment and Company Administration
- Internal Revenue Department
- Department of Labour
- Department of Immigration
- Directorate of Industrial Supervision and Inspection
- Department of Urban and Housing Development
- Environment Conservation Department
- Central Bank of Myanmar
- Department of Electronic

The speaker provided information about Thilawa SEZ, including location, infrastructure, operational structure, services provided, environmental management for investor, types of sectors, and size of investment by country. The speaker mentioned key benefits that investors can enjoy in Thilawa SEZs, such as:

- Direct discussion with developer for sublease of land/rental factory
- Direct discussion with management committee for proposed investment project/ can submit investment application through online, Quantitative approval
- Provide platform for Business matching, Industry Network, Job matching, Job Creating, narrowing the gap between employee and employer

- OSS centers use flat structure operation system and has Standard Operating Procedures (SOPs) in scanning the investment application, issuing required documents, providing after care service.
- Maximize use of technology and minimize use of traditional style of working.
- Online approval on master list, material list, bill of material list, Immigration related approval, E-payment use (Administration fee, Cooperate tax, future application of ERP system)
- Online company registration
- MACCS for Custom clearance (considering e gate control system and e lock system)
- Online CO
- Aftercare services for the agencies which do not have representative in OSSC in Thilawa SEZ.

The questions and discussion points comprise assignments of OSS in SEZ, monitoring system in OSSC, size of job creation in Thilawa SEZ, environmental protection measures, procedure for investing in SEZ, and customs declaration and clearance in the zone.

## CHINA

The representatives from China presented about border SEZs and inter-country coordination at Hekou port. The presentation offered a brief introduction of Hekou city and Hekou border SEZ, inspection



and quarantine agency, OSS (cooperation with Lao Cai), problems and suggestion. The summary of presentation is provided as following:

Hekou is an open and multi-ethnic city located in south-east China's Yunnan province with border to Lao Cai province of Vietnam. Hekou city has two national ports, railways port and land port, which play very important roles in promoting border trade between China and Vietnam.

Hekou border SEZs were primarily established to promote trade between China and Vietnam. There are three SEZs in Hekou, National Border Cooperation Zone, Hekou Characteristic Processing Industrial Zone, and Hekou-Lao Cai Border Economic Zone.

Inspection and quarantine agency are in the ports and border checkpoints and are responsible for management of import and export commodity inspection, animal and plant inspection and quarantine and health quarantine.

One-stop Service is under Foreign Personnel Management Service Center (FPMSC). The FPMSC provides services, such as language translation, consultation and advisory to investors, investment permits and certifications, employment and residence permit and health examination for foreign personnel who come to handle business.

Some problems and suggestions on cross-border commodity inspection and quarantine include:

- The demand for international cooperation in entry-exit inspection and quarantine is still not satisfied; therefore,



communication on trade policies, technical standards and quarantine requirements are strongly needed.

- There are still objective obstacles to establishing a joint mechanism; hence, institutional docking barrier, division of labor barriers, and barriers to inspection and quarantine laws are required.
- Building an information exchange platform are needed, and unifying inspection and quarantine supervision and treatment measures, reducing duplicate inspections, and implementing international standards are important.
- Strengthen cooperation in inspection and quarantine education and training in ASEAN countries, by carrying out inspection and quarantine cooperation courses and cooperation with strong operational training programs.

Other questions and discussions during the presentation included:

- China's national integration customs control reform by combining customs and quarantine agency.
- Practical experience on building and operating cross-border SEZs.
- Customs procedure and control on importing agricultural products through Hekou border checkpoint.
- Laboratory for testing samples of imported and exported agricultural products.

## THAILAND



The representatives from Thailand gave presentations on Thai Customs and BOI Investment Promotion Policies for SEZ and OSOS's Services, which covered Customs roles in Trade facilitation, BOI introduction, investment promotion policies, investment promotion measures for SEZs application process and services.

### Services at OSOS center:

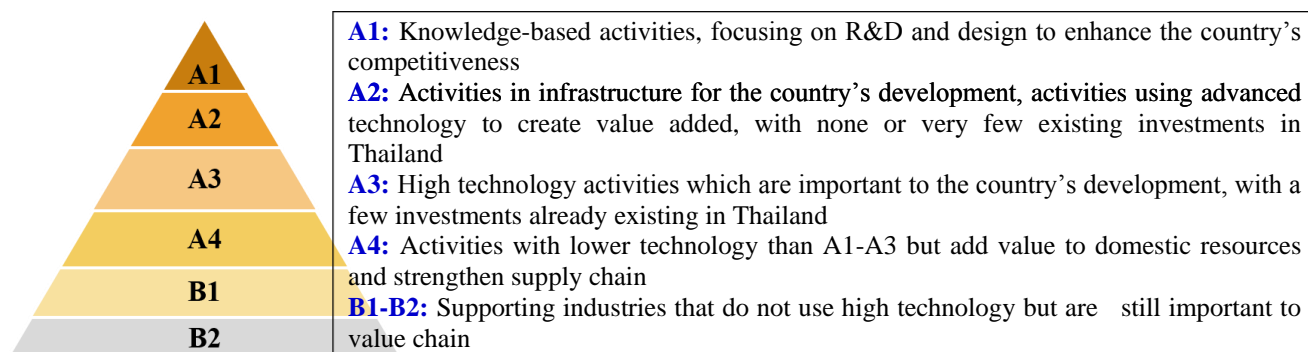
- Staff from relevant agencies available for consultations on a range of topics
- Help investors with applications to make sure investors know what is required to:
  - Apply for investment promotion privileges
  - Obtain a foreign business certificate & license, factory license etc.
  - Company name reservation, Company registration etc.



### BOI's liberal investment regime and attractive investment incentives:

- Policy
  - 100% foreign ownership
  - No local content requirements
  - No export requirement
  - No restriction on foreign currency
- Tax Incentives
  - Import duty exemptions/reductions
  - Corporate income tax exemption for up to 15 years
  - 50% reduction of corporate income tax for up to 10 years
  - Double deduction on utility cost
  - Deduction for qualifying infrastructure costs
- Facilitation
  - Land ownership rights
  - Work permit & visa facilitation

### Incentives by Sectors



	Exemption of Corporate Income Tax	Exemption of Import Duty on Machinery	Exemption of import duty on raw material imported for use in production for export	Non-tax
<b>A1</b>	8 years (No Cap) + Merit	✓	✓	✓
<b>A2</b>	8 years + Merit	✓	✓	✓
<b>A3</b>	5 years + Merit	✓	✓	✓
<b>A4</b>	3 years + Merit	✓	✓	✓
<b>B1</b>	0 year + Merit (for some activities)	✓	✓	✓
<b>B2</b>	-	-	-	✓

### Questions and Discussions:

- Requirement for skilled and unskilled labor to work in and outside of SEZs in Thailand
- Corporate income tax for investors

- Agencies represented in OSOS and services of OSOS

## VIET NAM



The representatives from Vietnam gave a presentation on One Stop Service (OSS) and Special Economic Zones (SEZ) in Vietnam. The presentation covered 1) OSS and interagency OSS in Vietnam, including legal frameworks, chief objectives, current status, main achievement, some challenges, and suggestions and solutions; and 2) SEZ in Vietnam, including SEZ development, types of SEZs, challenges and recommendations.

### OSS and Interagency OSS in Vietnam

Legal Framework for OSS and Interagency OSS Mechanism:

- Degree No. 61/2018/NĐ-CP, April 23,2018 promulgating the regulation on implementation of one-stop shop and interagency one-stop shop mechanism in local state administrative agencies;
- Circular No. 01/2018/TT-VPCP, November 23, 2018 guiding the implementation of several provisions of the government degree No. 61/2018/NĐ-CP, April 23,2018 promulgating the regulation on implementation of one-stop shop and interagency one-stop shop mechanism in local state administrative agencies.

Chief Objectives are to develop a people-oriented administration, which include:

- Service by state administration agencies improved;
- Higher responsibility of the head and performing cadres and public servants;
- Inconveniences and harassments by public servants prevented; and
- Individuals and organizations as implementing partners

Types of OSS services:

- Some services provided by one-stop shops at various levels are prescribed nationally; other services are optional and determined locally.
- National services are:
  - Notary—notarized copies of deeds and official papers;
  - Social affairs—social insurance, welfare services, senior citizens and invalids, and civil status registration;
  - Land administration—exchange and transfer of land use rights and designation of land use;
  - Business licensing—issuance and changes in business licenses;
  - Construction permits—licenses for and inspection of different forms of construction; and
- Local tax collection and fees

- Optional services encompass a wide range of specialty and supplementary services.

#### Challenges

- Several administrative procedures are cumbersome and need simplification;
- OSS is still not fully implemented,
- The quality of one-stop shops and interagency one-stop shops in several local areas remains uneven
- Coordination among OSS agencies remain insufficient;
- The conditions required to ensure OSS implementation are still limited due to poor facilities and insufficient human resources;
- The number of online public services at the district and commune levels remains low.

#### Suggestions and Solutions

- To be linked with the broader objective of the government's public administration reforms: to modernize the public administration and improve services to citizens and firms.
- The one-stop shop model in Vietnam has clearly contributed to reinforcing the rights of citizens by providing an efficient and easy-to-access portal to government administrative services with standardized, published, and transparent fees, charges, and timeframes.

#### **SEZ Development**

- The development of economic zones in Vietnam has experienced different periods since the economic reforms implemented in 1986.
- In the first period of economic reforms in the mid-1980s, foreign direct investment was one of the key policy areas promoted by the Government of Vietnam to integrate the economy into the world and the model of export-processing zones (EPZ) was adopted with the first Tan Thuan EPZ in 1991.
- The second period of this development was from 1994-1997, before the Asian Financial crisis.
- The third period began after the Asian financial crisis. The country aimed at some high-tech industrial zones (HITZ) and piloted border economic zones (BEZ) along the border with China, Laos, and Cambodia.
- The fourth period of economic zone development in Vietnam has witnessed an expansion of open and coastal economic zones (CEZ) with the objective of attracting heavy industries and high-tech sectors such as ICT, applied agriculture.
- The most recent development has been a pilot for three special economic zones in Phu Quoc, Van and Bac Van, with the aim to be the development pillars of the country during the next 10-20 years. Although all three originated from the economic zones established in 2005-2006, the law on SEZ development was recently approved by the National Assembly in 2018. As the model requires special administrative government, they will be special administrative and economic zones (SAEZ).
- There has been much controversy on the birth of these three SAEZ

#### Types of SEZ



Up to now, there have been six SEZ models in Vietnam: (i) Export-processing zone (EPZ), (ii) Industrial zone (IZ), (iii) High-tech industrial zone (HITZ); (iv) Border economic zones (BEZ); (v) Coastal economic zones (CEZ); and (v) Special administrative and economic zone (SAEZ).

Challenges and Recommendations: Three most important issues which we should consider when developing SEZs include the openness, institutional structure, and the incentives and privileges designed for these special economic units.

## **SESSION 8. CONSENSUS ON PRACTICAL MEASURES AND SOLUTIONS TO DEVELOPMENT AND IMPLEMENTATION OF ONLINE PLATFORM IN SUPPORT OF JOINT ONE STOP SERVICE AND (II) INTEGRATED QUARANTINE SERVICE IN LM COUNTRIES**

Upon completion of the country reflections, the participants shared their perspectives and consensus of building the regional platform as part of the project implemented by the MI. Importantly, the national laws and regulations, types of information, information mechanism(s), cooperation modalities should be considered for the development of the Online Platform for SEZs in the LM countries.

## **V. WORKSHOP EVALUATION**

### **5.1. Course Evaluation by Participants**

The final evaluation form was distributed to participants on the last day of this workshop. The form comprises four parts: Part 1 workshop objectives; Part 2 program content, part 3 methods, and Part 4 overall assessment of the training program.

**Part 1** explored the participants' ideas on learning objectives. It asked "To what extent do you think the workshop 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: Discuss the regional platform or SEZ database architecture and information requirements by the SEZs and concerned project beneficiaries and stakeholders for promoting investment, trade, and logistics development.
- Objective 2: Jointly review the OSS centers in the six (06) LM countries in terms of development status, operational OSS models, similarities and difference in OSS functions, effectiveness and efficiencies.
- Objective 3: Jointly review the SPS services in the six (06) LM countries in terms of development status, operational models, similarities and difference in SPS functions, effectiveness and efficiencies.
- Objective 4: Jointly review investment modalities in SEZs and investment potentials (domestic and foreign) for SEZ development in the LM countries.

- Objective 5: Discuss the possibilities to develop joint OSS centers and integrated quarantine service center between SEZs (business models) in the six (06) LM countries and suggest solutions and measures to develop online functions to support joint OSS and integrated quarantine system.
- Objective 6: Suggest solutions to promoting “Business connection and information sharing among SEZs in the Lancang–Mekong sub-region” with a focus on (i) policy and technical cooperation; and (ii) coordination in promoting SEZs or economic zones in general to attract more investment (e.g. business cooperation models); and (iii) promotion of utilization of the SEZ database, online business information services, in consultation with the project stakeholders.

**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 workshop 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 workshop sessions.
- 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 workshop 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 work 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 workshop 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 workshop 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 workshop program.
- Please suggest additional topics to be covered in the future training program if you may have.

**Part 3** is designed to evaluate the workshop methods. The questions and evaluation tools are described as below:

- How do you think about the methods used in the workshop? 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 country reflection method? 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.

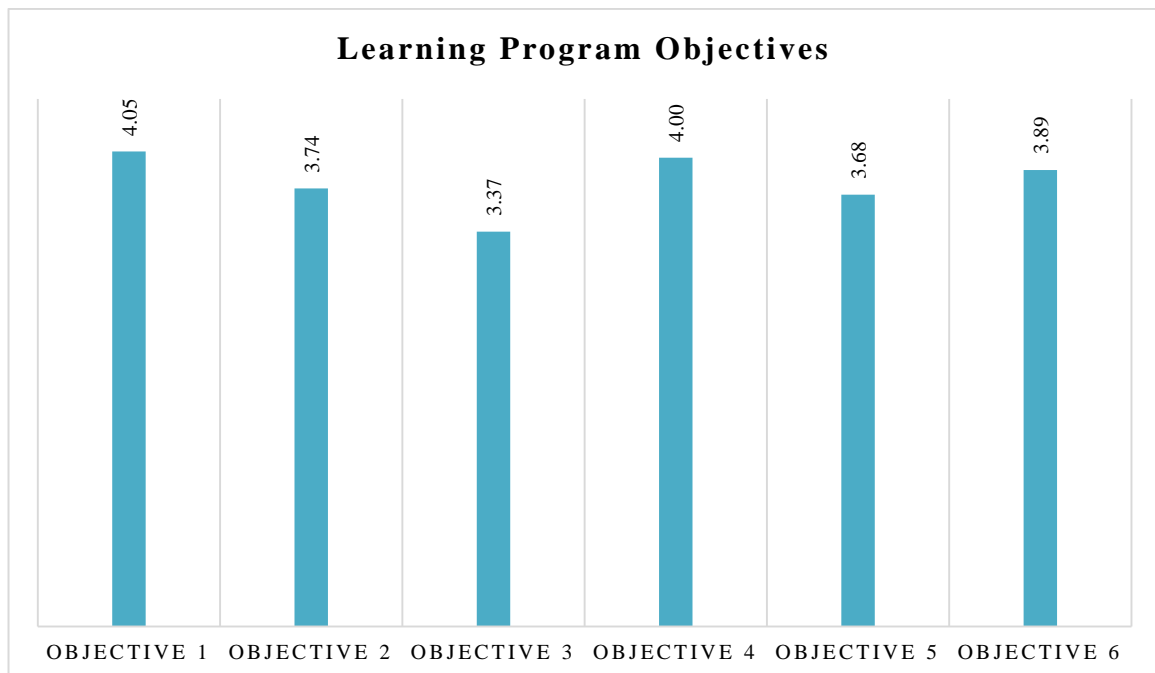
**Part 4** evaluated the overall aspect of the workshop program and invited comments and suggestions from the participants the learnt topics and additional topics to be covered in the future program. The rating scale of 1 to 5 (1- Not satisfied; 2-Somewhat satisfies; 3-Neutrally satisfied; 4-Satisfied;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

## 5.2. Final Assessment Results

### Part 1. Learning Program Objectives

The participants surely agreed the workshop has met its objectives. The overall rating was 3.79 – Met. Ratings for each objective (Objective 1, 2, 3, 4, 5 & 6) were shown as in Figure 1.

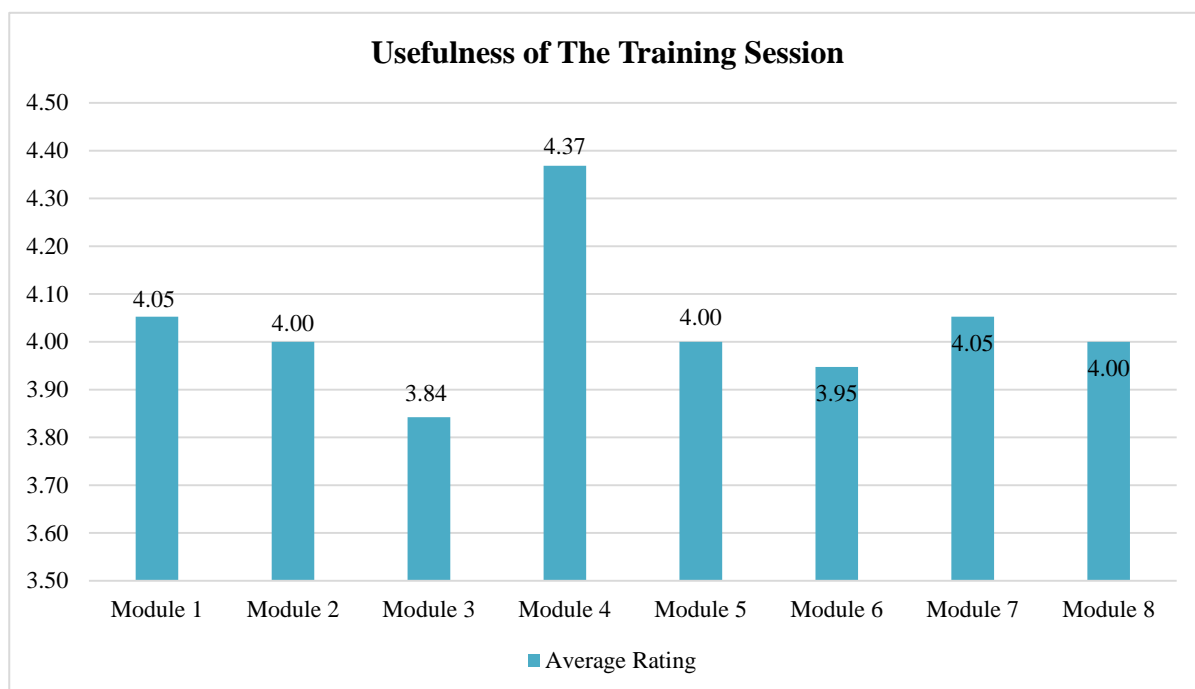
**Figure 1 Learning Program Objectives**



### Part 2. Program Content

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

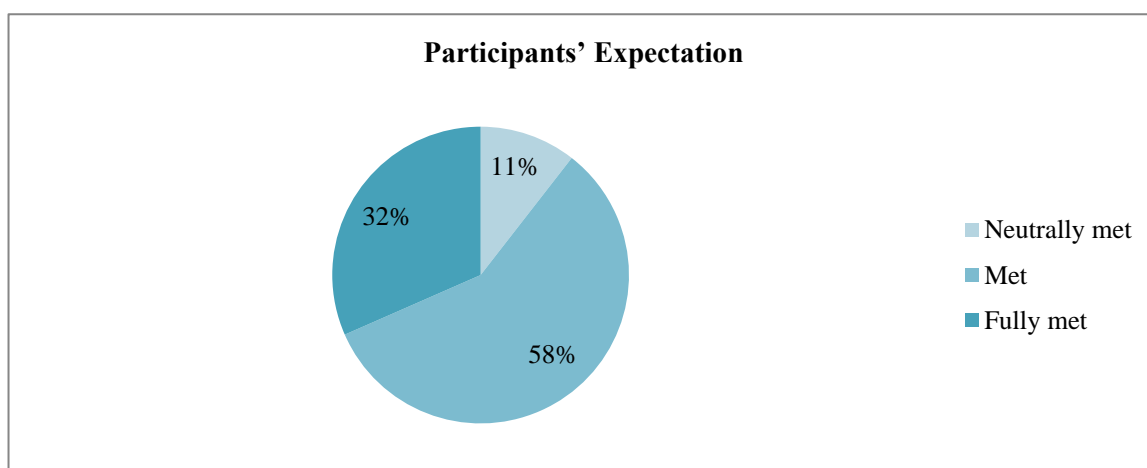
The overall rating for evaluating the three training modules was 4.03 – Useful. Ratings for each session were shown as in Figure 2.



**Figure 2. Usefulness of Workshop Sessions**

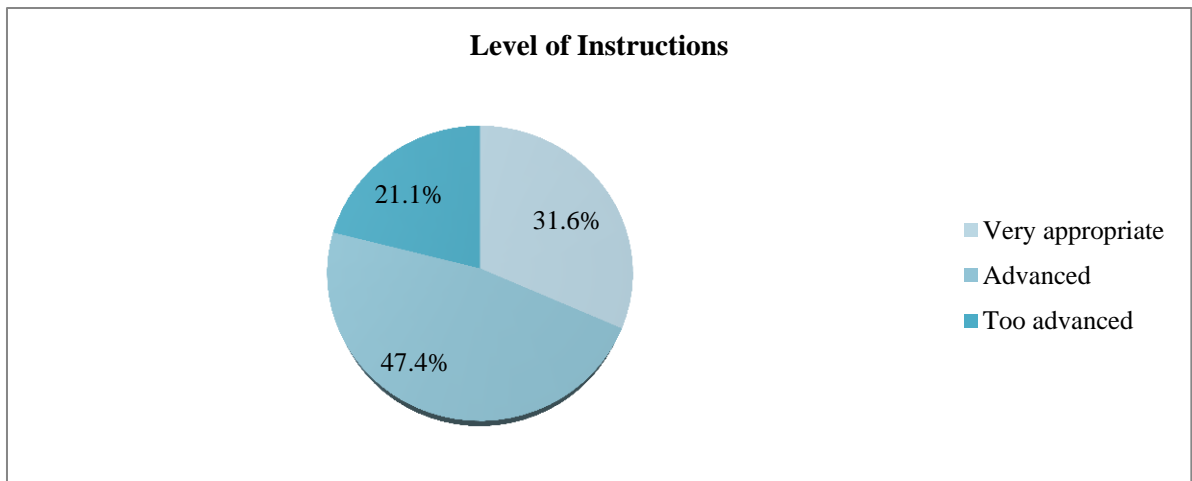
## *2.2. Participants' expectation on workshop program*

**Figure 3. Participants' Expectation on workshop**



The majority of participants reported the training program has met their expectations, and only two out of nineteen participants (accounted for 11%) thought that the program was just right.

## *2.3. Level of instruction*



**Figure 4. Level of Instructions**

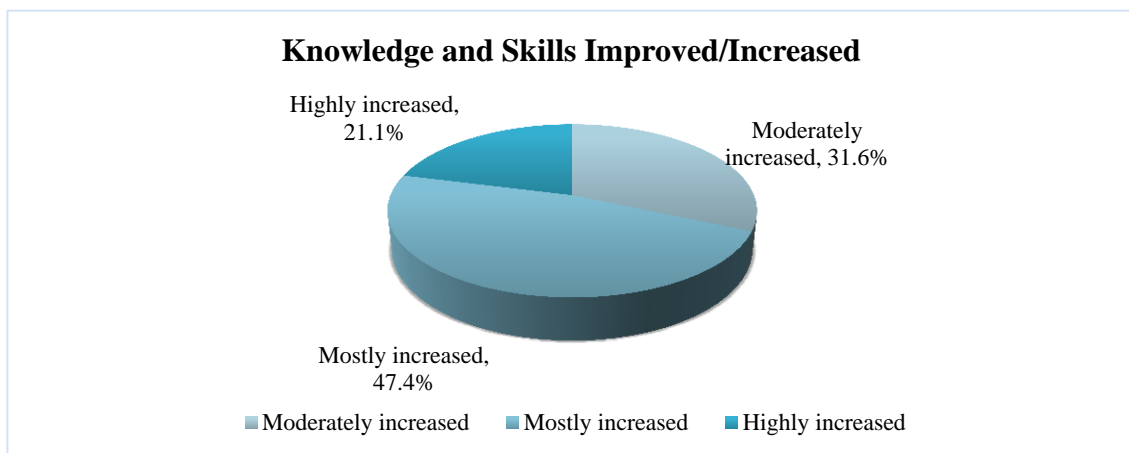
The participants rated the level of instruction from very appropriate to too advanced, though the majority of participants found that the instruction level fully met their expectation.

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

As for knowledge and skill improved by the workshop, the participants reported that the workshop program has moderately increased their knowledge and skills with the total average rating at 4.05 – mostly increased.

Figure 5, in percentage of participants, almost fifty percent of participants reported their knowledge mostly increased by the workshop.

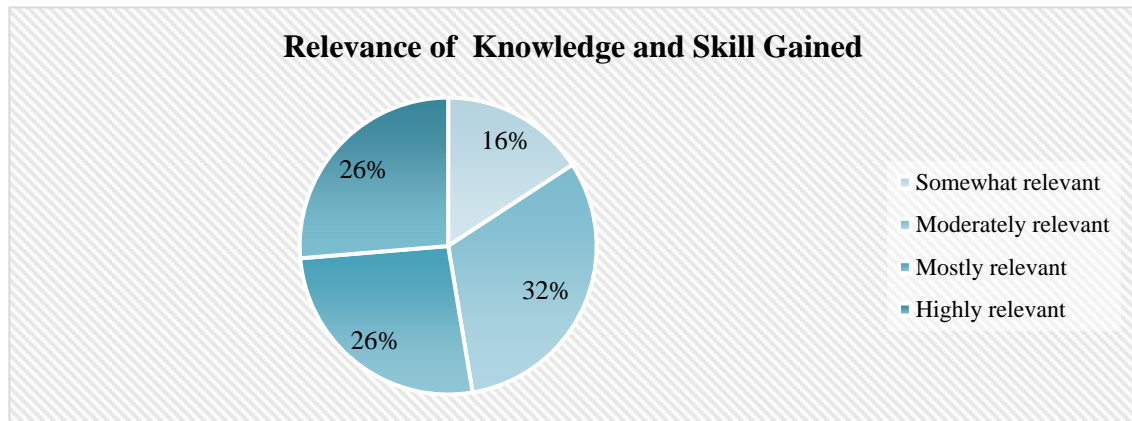
**Figure 5. Knowledge and Skills Improved/Increased**



***2.5 Relevance of knowledge and skills gained***

As for the relevance of the knowledge and skills gained from the workshop to the work, participants reported that the knowledge and skills gained from the workshop were relevant to their work with the total average rating at 3.63 (Moderately relevant). It was showed as Figure 6, in percentage of participants – for example; 32 % of participants said the knowledge gained from the workshop was mostly relevant to the work.

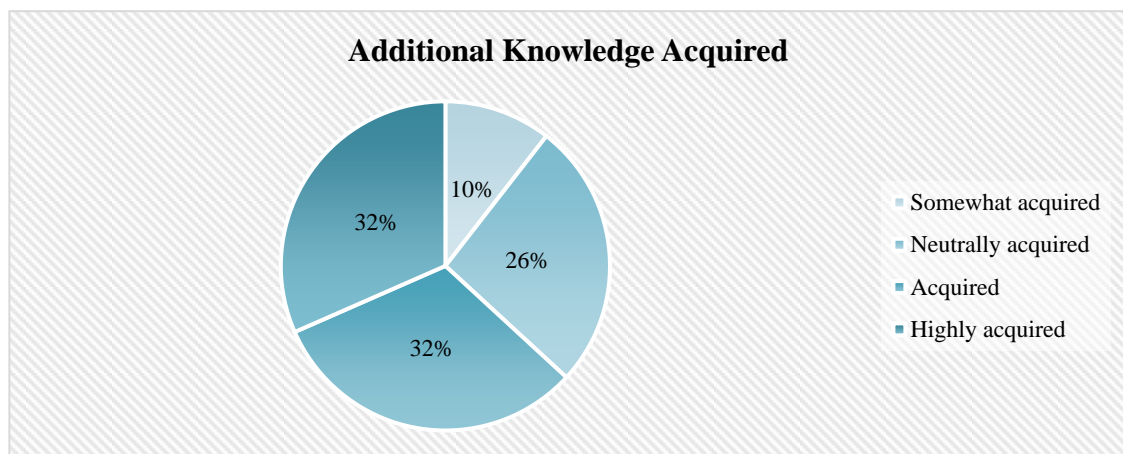
**Figure 6. Relevance of Knowledge and Skills Gained**



**2.6 Additional knowledge acquired**

As for the additional knowledge gained from the workshop, participants reported that they acquired additional knowledge from the workshop with the average rating at 3.84 (Neutrally acquired). It was showed as Figure 7, in percentage of participants – for example; 32 % of participants said they highly acquired the additional knowledge from the workshop.

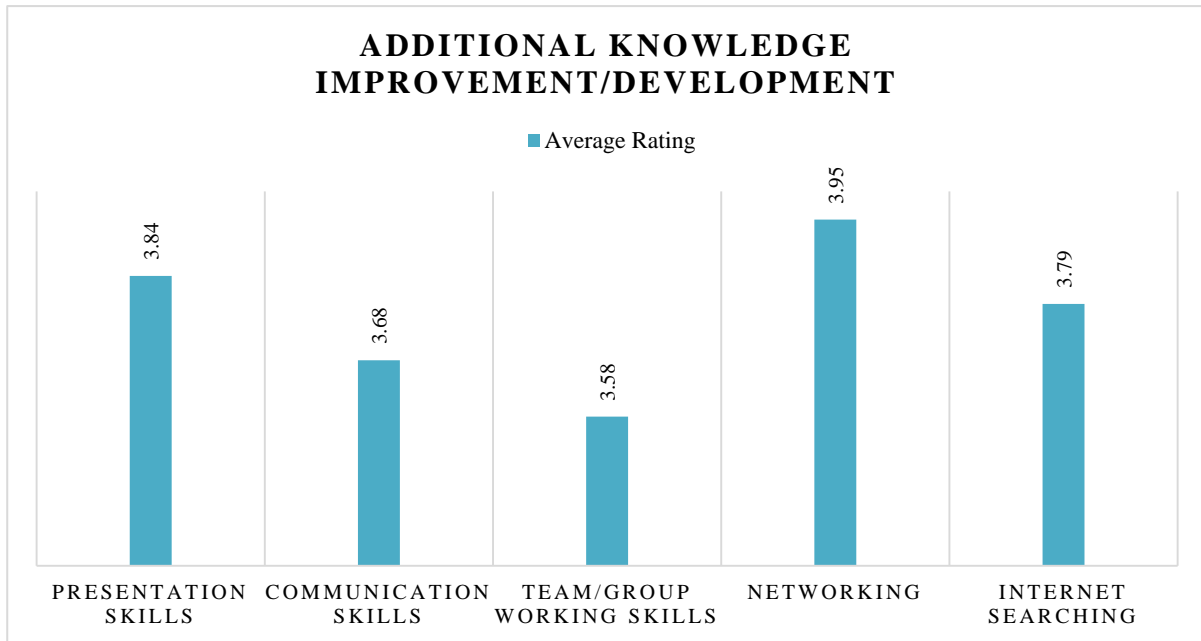
**Figure 7 Additional Knowledge Acquired**



**2.7 Additional knowledge improved/developed**

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 3.84, 3.68, 3.58, 3.95 and 3.79, respectively, as shown in Figure 8.

**Figure 8 Additional Knowledge Improvement/Development**



### ***2.8 Most important topics of the workshop program***

As for the most important topics learnt from the workshop, participants reported the topics as listed below:

- Background and the structure of the OSS of the LM countries.
- WTO SPS agreement to facilitate trade
- SEZ of the LM member countries
- SEZ Online Platform Development
- Country presentation Vietnam + Thailand (BOI)
- SPS and Harmonization of SPS measure
- SEZ Online platform in support of SEZ Development
- SEZ development and OSS models and best practice,
- Country presentation of each country
- Awareness to balance between safety measures and trade obstacles removing, adopting good/proper risk management practice is important
- SEZ development and OSS models and best practices in enabling business environment to support SEZ development in LM countries
- Development status of SPS and harmonization of SPS
- SEZ online platform development to support integrated quarantine
- Formulation of SEZ and OSS role in the SEZs
- Issues considering SPS and SEZ OP
- Plenary discussion and suggestion

### ***2.9 Suggested topics for the future workshop program***

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

- Practical measures of SPS at border areas
- Situation of ASEAN Customs
- Commerce environment of different ports
- Example or case study of certain successful or unsuccessful seizures
- Evaluation or opinion from the companies or business should be included.
- OSS center platform (online), practices

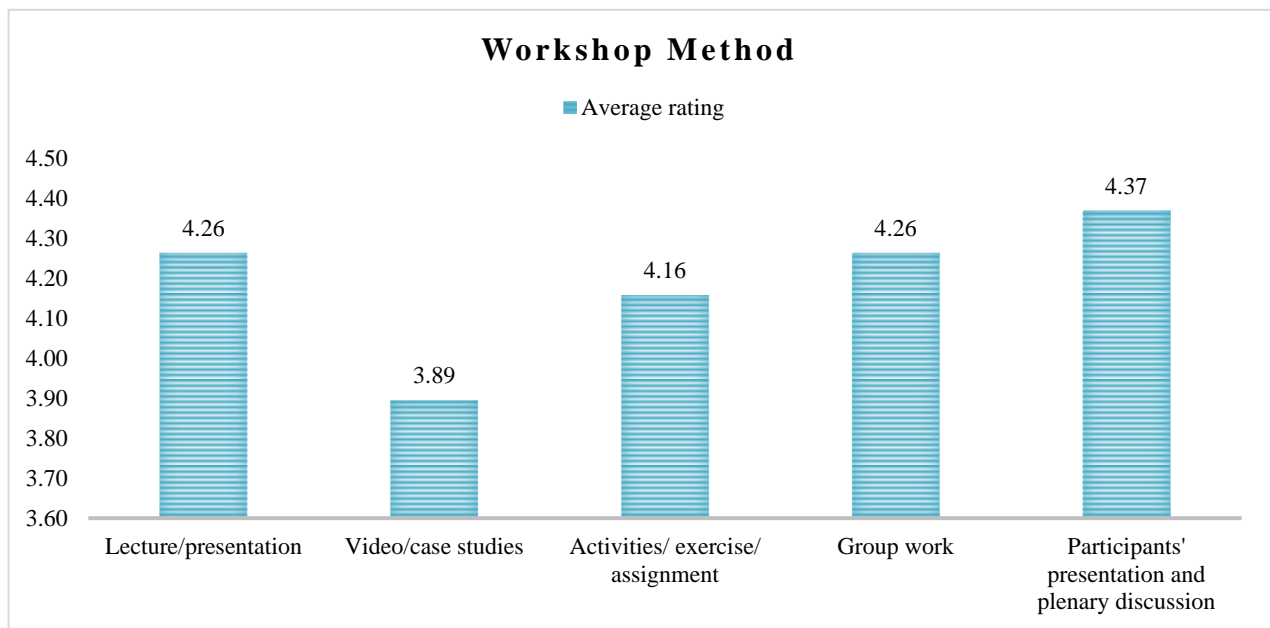
**Part 3. Workshop Method**

**3.1. Workshop method**

As for the workshop method, participants reported that it is appropriate with an overall average rating of 4.19 (4-Appropriate). Ratings for each method were shown as in

**Figure 9.**

**Figure 9. Workshop Method**

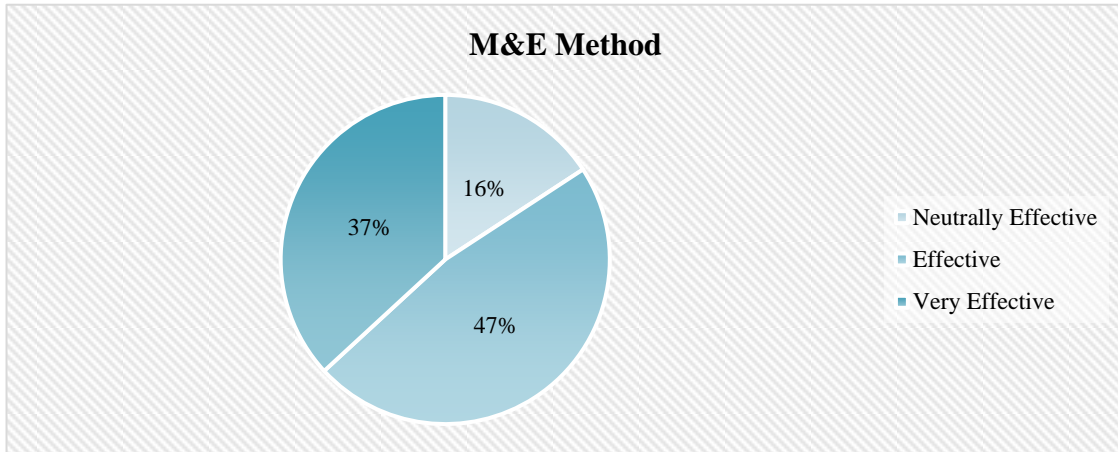


**3.2. Monitoring and Evaluation Methods**

As for evaluation results regarding M&E method for the training, participants reported that it is moderately effective with an overall average rating of 3.47 (3-Neutrally Effective). Ratings for workshop method were shown as in Figure 10.

**Figure 10. M&E Method**



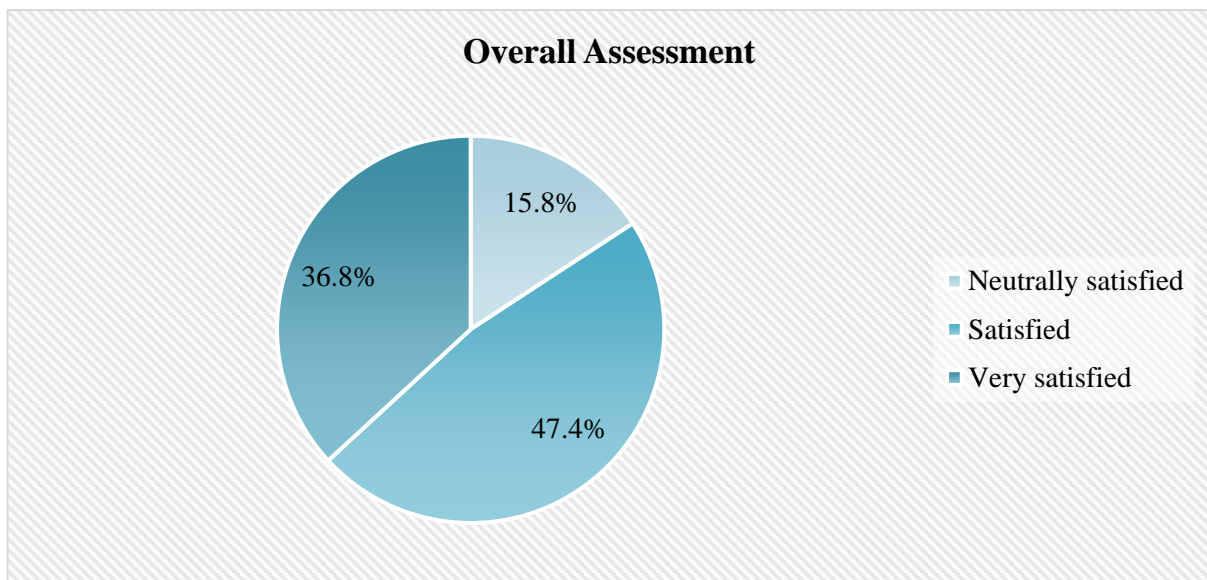


**Part 4: Overall Assessment**

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

The evaluation results regarding to overall aspect of workshop program showed that MI organizing team of the training was generally helpful and the overall arrangement of the workshop program satisfied the participants. It could be said as the overall rating on overall assessment of the training program was 4.21-Satisfied.

**Figure 11.** Overall Assessment



**VI. CLOSING REMARKS**

**Dr. Watcharas Leelawath, Executive Director, Mekong Institute**

In the closing remarks, Dr. Watcharas Leelawath prompted the problems of asymmetric information in trade, and in this connection, he re-mentioned the main objective the workshop is to foster business

connection and information sharing among economic operators, especially among SEZs in the LM countries. He hoped the participants have built a good network between and among them and with MI and have gained insightful knowledge and experiences from workshop which can be adopted and adapted for their own works. After this workshop, he expects for the continued support and cooperation from participants for the development of SEZ Database Online Platform for business connection and information sharing. Dr. Watcharas concluded the workshop by thanking the resource persons and distinguished participants, the donor and the MI for organizing a productive and successful workshop.

## VII. ANNEX

### 7.1. Mekong Institute Facilities

#### Mekong Institute, Khon Kaen, Thailand



The MI Residential Training Center is located at Khon Kaen University. The Center is equipped with the following facilities:

- Two Conference rooms are fully equipped with 24-hour wireless internet service, audio-visual equipment, and training materials;
  - Mekong River Conference Room (maximum capacity: approximately 120 people)
  - James Bolger Conference Room (maximum capacity: approximately 80 people)

The Mekong River Conference Room hosted the S&E Workshop.

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



Map



Cafeteria



## Transportation



### 7.3. Photos of Workshop Activities





## 7.4. Evaluation Form

### Final - Assessment Form

Regional Workshop on "Business Connection and Information Sharing Among SEZs in Lancang - Mekong Countries Cum Synthesis & Evaluation of Coordinated Border Management (CBM) Training"

July 08 - 10, 2019

Name: ..... Country: ..... Gender: M  F  Organization: Public  Private

Please tick ✓ in the most appropriate box to indicate your most honest opinion.

#### Part 1: Workshop Objectives

To What Extent Do You Think the Workshop Has Met Its Objectives?	Not Met 1	Somewhat Met 2	Mostly Met 3	Met 4	Fully Met 5	Rating Average (MI Staff Only)
- Discuss the regional platform or SEZ database architecture and information requirements by the SEZs and concerned project beneficiaries and stakeholders for promoting investment, trade, and logistics development.			III	IIIIIIII	IIII	4.05
- Jointly review the OSS centers in the six (06) LM countries in terms of development status, operational OSS models, similarities and difference in OSS functions, effectiveness and efficiencies.		III	III	IIIIII	IIII	3.74
- Jointly review the SPS services in the six (06) LM countries in terms of development status, operational models, similarities and difference in SPS functions, effectiveness and efficiencies.		IIII	IIII	III	III	3.37
- Jointly review investment modalities in SEZs and investment potentials (domestic and foreign) for SEZ development in the LM countries.		II	II	IIIIIIII	IIII	4.00
- Discuss the possibilities to develop joint OSS centers and integrated quarantine service center between SEZs (business models) in the six (06) LM countries and suggest solutions and measures to develop online functions to support joint OSS and integrated quarantine system.		I	IIIIII	IIII	III	3.68
- Suggest solutions to promoting "Business connection and information sharing among SEZs in the Lancang-Mekong sub-region" with a focus on (i) policy and technical cooperation; and			IIII	IIIIIIII	III	3.89

(ii) coordination in promoting SEZs or economic zones in general to attract more investment (e.g. business cooperation models); and (iii) promotion of utilization of the SEZ database, online business information services, in consultation with the project stakeholders						
<b>Total</b>						

## Part 2: Program Contents

2.1 How Useful Were the Sessions of The Workshop?	Not Useful 1	Just Right 2	Neutrally Useful 3	Useful 4	Very Useful 5	Rating Average (M Staff Only)
<b>Session 1:</b> Introduction of SEZ Online Platform			III	IIIIIIIIII	III	4.05
<b>Session 2:</b> Introduction of SEZ online platform architecture, data requirements and types			IIII	IIIIIIII	IIII	4.00
<b>Session 3:</b> SEZ Online Platform in support of SEZ Development in the LM countries			IIII	IIIIII	IIIIII	3.84
<b>Session 4:</b> SEZ Development and OSS models and best practices in enabling business environment to support SEZ development in the LM countries.			II	IIIIIIII	IIIIIIII	4.37
<b>Session 5:</b> Development status of SPS and Harmonization of SPS measures to facilitate trade, including cross-border trade in the LM countries.			III	IIIIIIIIII	III	4.00
<b>Session 6:</b> SEZ online Platform development to support integrated quarantine arrangements in the LM countries.			IIII	IIIIIIII	III	3.95
<b>Session 7:</b> Country Presentations on practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service in connectivity with SEZ online platform in LM countries		I	II	IIIIIIII	IIII	4.05
<b>Session 8:</b> Plenary Discussion and Suggestions to practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service to support SEZ online platform in LM countries.		I	II	IIIIIIII	III	4.00
<b>Total</b>						

## 2.2 In Your Own Opinion, To What Extent Do You Think The Workshop Program Has Met Your Expectations?

Not met 1	Just right 2	Neutrally met 3	Met 4	Fully met 5	Average (MI Staff Only)
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		II	IIIIIIII	IIII	4.21
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### 2.3 How was the Level of Instructions / Presentation of Resource Persons ?

Too basic 1	Just right 2	Very appropriate 3	Advanced 4	Too advanced 5	Average (MI Staff Only)
		IIII	IIIIII	III	3.89

### 2.4 To What Extent Has the Workshop Program Has Improved / Increased Your Knowledge and Skills

Not Increased 1	Somewhat Increased 2	Moderately Increased 3	Mostly Increased 4	Highly Increased 5	Average (MI Staff Only)
		IIII	IIIIII	IIII	4.05

### 2.5 To What Extent Are the Knowledge and Skills Gained from the Workshop Program Relevant to Your Work

Not Relevant 1	Somewhat Relevant 2	Moderately Relevant 3	Mostly Relevant 4	Highly Relevant 5	Average (MI Staff Only)
	III	IIII	IIII	IIII	3.63

### 2.6 Did Workshop Program Help You Acquire Additional Knowledge on The Subject?

Not Acquired 1	Somewhat Acquired 2	Neutrally Acquired 3	Acquired 4	Highly Acquired 5	Average (MI Staff Only)
	II	IIII	IIII	IIII	3.84

### 2.7 During the Workshop Program, I have Improved / Developed My Additional Knowledge in.....

	Not Improved	Somewhat Improved	Naturally Improved	Improved	Highly Improved	Average (MI Staff Only)
Presentation Skills		I	IIIIII	IIIIII	II	3.84
Communication Skills		II	IIIIII	IIII	IIII	3.68
Team / Group Working Skills		II	IIII	IIII	IIII	3.58
Networking		I	III	IIIIIIII	III	3.95
Internet Searching		I	III	IIIIIIII	II	3.79
<b>Total</b>						

### 2.8 Please List The 3 Most Important Topics You Have Learned From The Workshop Program

- The background and the structure of the OSS of the LM countries.
- SPS WTO agreement
- SEZ of the LM member countries
- OSS
- SPS to facilitate trade
- SEZ Online Platform
- SEZ Development and OSS model
- Country presentation Vietnam + Thailand (BOI)
- SPS and Harmonization of SPS measure
- SEZ Online platform in support of SEZ Development
- One stop shop, national single window, the role of SEZ

- Review of OSS centers,
- SPS agreements and problems
- SEZ development and OSS models and best practice,
- country presentation of each country
- OSS, SEZ development information and status updating of the Lancang and GMS countries
- SPS agreement concept
- Awareness to balance between safety measures and trade obstacles removing, adopting good/proper risk management practice is important
- SEZ development and OSS models and best practices in enabling business environment to support SEZ development in LM countries
- Development status of SPS and harmonization of SPS
- SEZ development and OSS models and best practices in enabling business
- SEZ online platform development to support integrated quarantine
- Formulation of SEZ and OSS role in the SEZs
- Issues considering SPS and SEZ online platform
- Introduction of SEZ online platform architecture, data requirement and types
- SEZ online platform in support of SEZ Development in LM countries
- Session 8. Plenary discussion and suggestion

**2.9 Please Suggest Additional Topics to Be Covered In The Future Workshop Program If You May Have**

- Practical measures of SPS at border areas
- Situation of ASEAN Customs
- Commerce environment of different ports
- SEZ online platform in support of SEZ development in the LM countries
- Example or case study of certain successful or unsuccessful SEZs
- Evaluation or opinion from the companies or business should be included.
- OSS center platform (online), practices

**Part 3: Method**

<b>3.1 How Do You Think About the Methods Used in the Workshop</b>	Inappropriate 1	Somewhat inappropriate 2	Neutrally appropriate 3	Appropriate 4	Very appropriate 5	Average (MI Staff Only)
Lecture / Presentation			III	IIIIII	IIIIII	4.26
Video / Case studies			IIII	IIIIIIII	III	3.89
Activities / Exercise / Assignment		I	II	IIIIIIII	IIIIII	4.16
Group Work		I	II	IIIIII	IIIIIIII	4.26
Participants' Presentation and Plenary Discussion			III	IIII	IIIIIIII	4.37
<b>Total</b>						

<b>3.2 How Do You Think About Country Reflection Method?</b>	Not Effective 1	Somewhat Effective 2	Neutrally Effective 3	Effective 4	Very Effective 5	Rating Average (MI Staff Only)
Session Synthesis / Summary			IIII	IIIIIIII	III	3.47
<b>Total</b>						

## Part 4: Overall Assessment

4.1. What is Your Overall Assessment of the Workshop Program	Not Satisfied 1	Somewhat Satisfied 2	Neutrally Satisfied 3	Satisfied 4	Very Satisfied 5	Rating Average (MI Staff Only)
Overall Training Program			III	IIIIIIII	IIIIII	4.21

### 4.2 Please Provide Comments / Suggestions For Further Improvement of the Workshop Program If You Have.

- Mixed-country group discussion is not always effective. It depends on subject for discussion.
  - From this course, we don't learn much about the quarantine system of the LM countries.
  - The session of sharing information is very useful, member can learn from each other
  - Very good. Keep it!
  - The workshop program for future to visit another place important in province.
  - I have got inter-nation knowledge for SEZ & BSEZ. I like this workshop because I learn many subjects and LM countries. I hope, MI projects will be successful for every year. Thanks MI warmly welcome our delegations & LM country. I wish MI a success.
- 
- The workshop is too comprehensive, but I found it more practical and relevant topic.
  - Please send MI invitation in advance, e.g. 1 month ahead of MI event in order to have enough time for selecting correct representatives and internal procedure for traveling.
  - If MI could arrange a visit to a successful SEZ, it would be much helpful.
  - Please send invitation before one month you start workshop
  - If MI can invite the delegates from ministry of commerce of China, more information will be collected and shared.
  - Should have more programs & workshops for the LM countries.
  - Finding possible starting point for effective joint cooperation among LM SEZs to get improvement.

## 7.5. Concept Note

### INTRODUCTION

In March 2016, the People's Republic of China (China), Cambodia, Lao PDR, Myanmar, Thailand, and Vietnam officially launched the Lancang-Mekong Cooperation (LMC) mechanism at the first LMC leaders' meeting. The mechanism aims to promote the economic and social development of the sub-regional countries, enhancing the wellbeing of their people and narrowing the development gaps among the regional countries. To this end, the countries have agreed on the LMC cooperation framework covering three key pillars comprising of five development areas through synergizing China's Belt and Road Initiative, ASEAN Community Building, promoting the implementation of the UN 2030 Agenda for Sustainable Development and advancing South-South cooperation.

The key pillars include: (i) Politics and Security; (ii) Economic and Sustainable Development; and Social, Cultural and People-to-People Exchange. Development areas: (i) Connectivity; (ii) Production Capacity; (iii) Cross-border Economic Cooperation; (iv) Water Resources; and (v) Agriculture and Poverty Reduction.

With support from Lancang–Mekong Cooperation Fund, Mekong Institute (MI) is implementing the project on “Upgrading Border Facilitation for Trade and Logistics Development” from 2018–2021. The project consists of five components:

- i. Component 1. Infrastructure and regulations for Border SEZs in the Lancang–Mekong sub-region;
- ii. Component 2. Business connection and information sharing among SEZs in the Lancang–Mekong sub-region
- iii. Component 3. Better management and promotion of SEZs in the Lancang–Mekong sub-region;
- iv. Component 4. Trade and Logistics infrastructure and facilities in the border areas; and
- v. Component 5. Developing ICT skills to facilitate cross-border trade in goods and services.

MI has completed the project activities under Component 1 in 2018 and 2019 covering an initial analysis and assessment of the status (i) hard infrastructure with a focus on (i) border infrastructure and facilities developed in the border economic zones (BEZs); (ii) establishment and implementation of one–stop service (OSS) centers and facilities in the BEZs; (iii) soft infrastructure for trade facilitation, through coordinated border management (CBM) implementation, i.e. the SSI/SWI mechanisms under the regional cooperation framework [GMS Cross–Border Transport Facilitation Agreement (CBTA)], customs modernization, and (iv) need for capacity development and technical assistance in consultation with the project stakeholders in the six (06) LM countries.

In March 2019, MI provided a regional training program on “Coordinated Border Management” (CBM) under Component 2 “Business connection and information sharing among SEZs in the ML countries”. The training program highlighted the importance of border management processes and procedures between and among the border control agencies and authorities domestically and internationally, especially progress and challenges facing CBM implementation in the Greater Mekong Sub-project (GMS) sub-region and the Central Asian Regional Economic Program (CAREC), and international practices and experiences.

The studies under the project framework found that (i) the development model of SEZs are supported by more diverse investment and production, including trade, industrial development, manufacturing, logistics and associated services, and residential services to become modern urban complexes; (ii) infrastructure, utilities, and connections between locations are key factors for investors, while land rental costs and labor resources are key attractions in the border provinces; (iii) foreign direct investment (FDI) plays crucial role in economic zone development in connectivity with the global value chain (GVC); and (iv) low-cost of labor and strong linkages with the domestic economies are important to create a strong base for multinational companies (MNCs) and maintain their operation in the host country, respectively.

In line with the development context in the LM countries, the project intervention aims to support the development of “Business Connection and Information Sharing among SEZs” as part of Component 2 that intends to:

- Establish an integrated regional platform (a SEZ Online System) for the LM countries, covering SEZ database and business information services to promote investment, trade, and logistics development for the LM countries.
- Develop online services as part of the established regional platform to function as a business information center to (i) facilitate business and development processes, (ii) make it easier to do business in SEZs, and (iii) connect investors, traders, and entrepreneurs with the resources needed to accelerate investment, trade, and logistics development in the LM countries.
- Support the development of a joint one stop service (OSS) centers and integrated quarantine service center between and among the SEZs in the LM countries or similar models that aims to enhance efficiency and effectiveness of (i) within-country coordination (to bring all concerned stakeholders, e.g. Government agencies, and private sector actors (zone developers, investors, etc.); and (ii) inter-country coordination, e.g. coordinated actions between the two countries needed to maximize benefits on both sides of the borders.

With an aim to achieve the project objective and outcomes of component 2, MI is going to conduct a back-to-back workshop including (i) a Synthesis and Evaluation Session for CBM Training and (ii) “Business connection and information sharing between and among SEZs in the LM countries” session. The regional workshop is scheduled from July 08–10, 2019.

## **OBJECTIVES**

The objectives of the regional workshop are to:

- Discuss the regional platform or SEZ database architecture and information requirements by the SEZs and concerned project beneficiaries and stakeholders for promoting investment, trade, and logistics development.
- Jointly review the OSS centers in the six (06) LM countries in terms of development status, operational OSS models, similarities and difference in OSS functions, effectiveness and efficiencies.
- Jointly review the SPS services in the six (06) LM countries in terms of development status, operational models, similarities and difference in SPS functions, effectiveness and efficiencies.
- Jointly review investment modalities in SEZs and investment potentials (domestic and foreign) for SEZ development in the LM countries.
- Discuss the possibilities to develop joint OSS centers and integrated quarantine service center between SEZs (business models) in the six (06) LM countries and suggest solutions and measures to develop online functions to support joint OSS and integrated quarantine system.
- Suggest solutions to promoting “Business connection and information sharing among SEZs in the Lancang–Mekong sub-region” with a focus on (i) policy and technical cooperation; and (ii) coordination in promoting SEZs or economic zones in general to attract more investment (e.g. business cooperation models); and (iii) promotion of

utilization of the SEZ database, online business information services, in consultation with the project stakeholders.

## **EXPECTED OUTCOMES**

The regional workshop expects to achieve the following outputs:

- Identified appropriate regional platform (SEZ online system), including SEZ database, business information services, joint one stop service (OSS) and integrated quarantine service functions and operational model to promote further investment, trade, and logistics development among the SEZs in the LM countries.
- Identified and analyzed gaps (similarities and differences) in implementation of one stop service centers for investment promotion in SEZs in the LM countries.
- Identified and analyzed gaps (similarities and differences) in implementation of SPS services in the LM countries.
- Identified strength, disadvantages, and potentials in promoting and attracting investment, especially foreign investment in SEZs or economic zones in general.
- International best practices in implementing OSS centers and SPS services for investment promotion provided to the project stakeholders and beneficiaries in the LM countries.
- Proposed practical measures and solutions to development of joint one stop service (OSS) centers and integrated quarantine (SPS) service center to promote investment in SEZs in the LM countries.

## **PARTICIPANTS**

The regional workshop will be attended by **24** senior-mid level officials of the Government ministries and departments, private sector representatives from Lancang–Mekong countries (Cambodia, China, Lao PDR, Myanmar, Thailand, and Viet Nam), and international development partners. In particular, the participants will comprise:

- i. Officials and delegates representing the OSS centers, e.g. the ministries, departments, and concerned agencies and organizations in the private sector, e.g. Ministries of Commerce, Planning and Investment, Committees for Investment Promotion, Board of Investment, General Administration of Customs, Labor, Immigration, Public Health and Security, SPS Departments, SEZ/BGEZ/CBEZ authorities/management, Business Chambers, Industry Associations, and so on;
- ii. Representatives of international development partners, such as Asian Development Bank (ADB), and those involved in support of SEZ development in the LM countries.

## **TIME AND VENUE**

The regional workshop is going to be held at Mekong Institute (MI), 123 Mittraphap Road, Khon Kaen, Thailand 40002 on July 08–10, 2019.

All representatives shall arrive at MI, Khon Kaen, Thailand on July 7, 2019 and depart from MI on July 10/11, 2019.

## **WORKSHOP PROGRAM AND AGENDA**

The regional workshop is facilitated by technical expert(s) from Asian Development bank, Mekong Institute (MI) and subject experts in cooperation with all invited participants as the project stakeholders and beneficiaries. This event aims to come to a consensus on its objectives and expected outcomes under the project framework.

### **DAY 1. Monday, July 08, 2019**

Venue: James Bolger Conference Room, 1<sup>st</sup> floor, MI Main Building, Khon Kaen, Thailand

08:30–09:00	<b>Registration</b>
09:00–09:20	Welcome Remark <b>Dr. Watcharas Leelawath, Executive Director, Mekong Institute (MI)</b>
09:20–09:30	<b>MI Video Presentation</b>
09:30–09:45	<b>Group photo</b>
09:45–10:00	<b>An Overview of the Workshop Objectives and Program Agenda</b> <b>Mr. Dutta Madhurjya Kumar, Director, TIF, MI</b>
10:00–10:45	<b>Coffee Break and Networking</b>
10:45–11:15	<b>Getting to Know Each Other</b> All participants & TIF team
11:15–12:00	<b>Introduction of SEZ Online Platform</b>  Mr. Sanga/Sattanun/ Ms. Sanchita Chatterjee
12:00–13:30	<b>Lunch</b>
13:30–14:45	<b>Introduction of SEZ online platform architecture, data requirements and types</b>  Mr. Ekapon Udommongkonkid, Consultant
14:45–15:00	<b>Coffee Break</b>
15:00–17:00	<b>SEZ Online Platform in support of SEZ Development in the LM countries</b>  Dr. Jayant Menon, Lead Economist Trade and Regional Cooperation, Asian Development Bank (ADB)

### **DAY 2. Tuesday, July 09, 2019**

Venue: James Bolger Conference Room, 1<sup>st</sup> floor, MI Main Building, Khon Kaen, Thailand

08:45–10:00	<p><b>SEZ Development and OSS models and best practices in enabling business environment to support SEZ development in the LM countries</b></p> <p>Dr. Jayant Menon, Lead Economist Trade and Regional Cooperation, Asian Development Bank (ADB)</p>
10:00–10:15	<b>Tea Break</b>
10:15–12:00	<p><b>Development status of SPS and Harmonization of SPS measures to facilitate trade, including cross-border trade</b></p> <p>Ms. Ratna Devi Nadarajan, Program Specialist Agricultural Development and Commercialization Department, MI</p>
12:00–13:30	<b>Lunch Break</b>
13:30–14:45	<p><b>SEZ online Platform development to support integrated quarantine arrangements in LM countries</b></p> <p>Ms. Ratna Devi Nadarajan, Program Specialist Agricultural Development and Commercialization Department, MI</p>
14:45–15:00	<b>Coffee Break</b>
15:00–17:00	<p><b>Country Presentations on practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service in connectivity with SEZ online platform in LM countries</b></p> <p>Representatives of LM countries: Cambodia, China, and Lao PR</p>

### **DAY 3. Tuesday, July 10, 2019**

Venue: James Bolger Conference Room, 1<sup>st</sup> floor, MI Main Building, Khon Kaen, Thailand

08:45–10:00	<p><b>Country Presentations on practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service in connectivity with SEZ online platform in LM countries</b></p> <p>Representatives of LM countries: Myanmar, Thailand, and Viet Nam</p>
10:00–10:15	<b>Tea Break</b>
10:15–11:30	<p><b>Plenary Discussion and Suggestions to practical measures and solutions to development and implementation of (i) joint one stop service and (ii) integrated quarantine service to support SEZ online platform in LM countries</b></p> <p>Representatives of LM countries and comments from experts</p>
11:30–11:45	<p><b>Workshop Evaluation</b> <b>TIF Team</b></p>
11:45–12:15	<p><b>Workshop Closing</b></p> <p><b>The Way Forward</b> Mr. Madhurjya Kumar Dutta, Director, TIF, Mekong Institute (MI)</p> <p><b>Closing Remarks</b> Dr. Watcharas Leelawath, Executive Director, Mekong Institute (MI)</p>



12:15–13:00

Lunch Break



## 7.6. Participants' Directory

No	Country / Photo	Name / Position / Organization	Contact
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## 7.6. MI Organizing Team

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