



NIGERIA CUSTOMS SERVICE

Single Window National Stakeholder Conference
“Collaboration -Towards a Facilitated Trade Environment”
&



3 Day High Level Workshop
Nigeria Customs Command and Staff College, Auditorium Gwagwalada, Nigeria
23rd – 26th April 2012

SUMMARY REPORT

CONFERENCE OVERVIEW

The National Single Window Stakeholders Conference got underway on schedule and was boosted by an impressive turnout of dignitaries including Honourable Dr Yerima Ngama, the Minister of State for Finance, Honourable Dr Bassey Otu, Chairman Senate Committee on Finance, Honourable Barrister Kingsley Chinda, Deputy Chairman, House sub-committee Customs, along with members of both legislative houses. The conference was also attended by world renowned resource delegates from major international agencies including Mr Tom Butterly from UNECE, Ibrahima Diagne from UN/CEFACT and Dr Somnuk Keretho a world renowned business process analyst and data harmonisation expert. There was a presence from International aid agencies and international development companies such as German Development Company (GIZ), USAID and Crown Agents.

Stakeholders from the public and private Sector were in attendance. Representation from the banking sector included Central Bank and Diamond Bank while Guinness Nigeria PLC and British American Tobacco were among the multinationals in attendance. Service Providers in attendance included Robinson International Limited, and Webb Fontaine. Government agencies critical to the establishment of the National Single Window were also in attendance as well as members of the Nigerian Armed Forces and the Nigeria Police Force.

The opening address for this conference was delivered by Dr Minasa Jatau, Deputy Comptroller General of Nigeria Customs Service on behalf of the Comptroller General of Customs (CGC). In his speech, the CGC called for collaboration as this was the key for creating a successful Single Window Environment. He was hopeful that the level of deliberation and impacting of knowledge at this conference will change the trade facilitation landscape in Nigeria for ever.

The delegates were treated to a short film that showed the impact of a single window environment on trade. This film set the tone for the discussions expected from the conference and the training and capacity building expected at the subsequent workshop over the next 3 days.

The next speaker was Mr John Aluya on behalf of the President of Manufacturers Association of Nigeria. In his welcome speech, Mr Aluya commended the Nigeria



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Customs Service for the initiative shown to lead the establishment of a Single Window Environment in accordance with the World Customs Organisation directive on trade facilitation. Mr Aluya reiterated MAN's commitment to the Single Window cause and emphasised the need for collaboration and stakeholder participation in choosing the Single Window Model suitable for Nigeria.

Messages of goodwill were received from both sides of the legislature. Both Speakers Honourable Barrister Kingsley Chinda of the House of Representatives and Honourable Dr Bassey Otu from the Senate confirmed the support of the legislature and requested full stakeholder participation for what would most definitely be a turning point for Trade Facilitation and economic development in Nigeria.

At this juncture, Dr Yerima Ngama, the Minister of State for Finance was called upon to declare the Conference/Workshop open. The vote of thanks was given on behalf of the NCS by Deputy Comptroller-General Julius N. Nwagwu.

The first plenary session of the conference started. The session on "Developing a Single Window" was moderated by Ibrahima Diagne. The first speaker for this session was Tom Butterly from UNECE who talked about the history of the Single Window and aspects of the development of an ideal Single Window Environment. He stressed the need for collaboration and the fact that in most of the 50 countries where Single Window can be found in the world, there cannot be Single Window implementation without Customs as the lead agency. The second speaker, Dr Somnuk Keretho who was instrumental in developing the Single Window in Thailand explained the importance of business process analysis in developing a Successful Single Window Process. The final speaker for this plenary session was Deresse Degefa from UNECA-ATPC who talked about Trade Facilitation in Africa and concluded his presentation by outlining the key challenges of a regional Single Window Environment.

The second plenary session of this conference consisted of presentations given by international experts who shared the experiences of their countries that had successfully planned and implemented Single Window environments. This session was moderated by Tom Butterly. The first speaker of this session was Ibrahima Diagne who shared the experience of Senegal's Single Window planning and implementation with the conference. The next speaker, Johan Ponten, a Stakeholder Engagement Expert from the National Board of Trade Sweden gave the conference a view of Single Window experience from the Swedish point. He emphasised the importance of consultation and Stakeholder engagement in the development of an ideal Single Window environment.

The third and final plenary session of this conference was moderated by Dr Sola Afolabi USAID, West Africa Trade Hub. The first speaker was Segun Ajayi Kadiri who gave a presentation on behalf of the president of Manufacturers Association of Nigeria, Chief Jamodu. He outlined the needs and priorities of the manufacturing sector in a single window environment. In conclusion, he stated that MAN had put together a list of recommendations for the Federal Government to fully adopt and implement the Single



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Window System in Nigeria. MAN backed the Nigeria Customs Service as the lead agency in the implementation process.

The final speaker of the conference was Assistant Comptroller-General Iya Abubakar Umar. He expressed NCS' desire to harmonize revenue generation with international trade facilitation. ACG Umar admitted the challenges ahead but called for unity with stakeholders and willingness to accept change to achieve this goal.

There were question and answer periods after each plenary session. The questions were mainly on the topics of Lead Agency and Implementation Challenges. The responses included a response from Tom Butterly who stressed that Single Window Implementation is a partnership approach hence the key word is collaboration. He also stated that in many countries, there cannot be Single Window Implementation without Customs playing a Lead Role. In response to the implementation challenge questions, Dr Somnuk Keretho identified three critical challenges faced by Thailand. The first was political will to create a Single Window Platform. This was from Central Government and from leaders of stakeholder agencies. Secondly Dr Keretho identified the willingness of different government agencies to collaborate as a major challenge. The third challenge was the unstable political environment in Thailand.

A few delegates questioned the country's readiness for the change necessary to create the ideal Single Window environment. In contrast, the comments of Mrs Shall-Holma (Nigeria Shippers Council) can be referred to for an objective view of the merits of this conference. Mrs Shall-Holma stated that the interest generated in this conference should be the start of something major in trade facilitation in Nigeria. It was Mrs Shall-Holma's belief that for the successful planning and implementation of an idyllic Single Window Environment in Nigeria, Nigeria Customs Service should be the Lead Agency.

Deputy Comptroller General (Dr) Minasa Jatau declared this conference closed.

STAKEHOLDERS WORKSHOP OVERVIEW

As a follow up to the National Single Window Stakeholders Conference, a 3 day workshop for NCS members of the Steering Groups and Stakeholders was held from the 24th April to 26th April 2012. The key objectives of these workshops were to familiarise participants with the core components needed in the planning and successful implementation of an ideal Single Window Environment as well as training and capacity building. The participants of the workshop were from the cross section of attendees to the conference the previous day.

The workshop participants were split into 2 groups:

Business Process Analysis and Data Modelling Group which was under the tutelage of Dr Somnuk Keretho ably assisted by Deresse Degefa. The bulk of the lectures received by the Business Process Analysis and Data Modelling group concentrated on the essential components of Business Process Analysis and Data Modelling. The entire



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workshop consisted of six modules with high level of interaction and delegate presentations.

The Change Management and Stakeholder Engagement Group with Ngozi Okafor, Change Management Expert, Johan Ponten Stakeholder Engagement and Communication Expert and Ibrahima Diagne, Single Window Strategic Expert offering the expert training and capacity building over the period of the workshop. The Change Management and Stakeholder Engagement group received lectures in Change Management and Stakeholder Engagement, Communication, Stakeholder Planning and the Rationale for Consultation, the Strategic Requirements of Developing a Single Window Project.

The feedback received from Delegates at the conference and participants of the workshop was extremely positive and encouraging. A common theme from feedback received was the need for more training programmes of this nature. The same sentiment was expressed about the conference. There were constructive comments about the workshop content and how helpful the knowledge gained will be over the coming months. The Resource Delegates who delivered training and capacity building throughout the workshop were complimented on being of a very high standard.

Following the award of certificates to the successful participants, the 3 day workshop was declared closed by the Commandant of the Nigeria Customs Service Command and Staff College.

CONFERENCE/WORKSHOP OUTCOMES:

Providing support and capacity-building

The conference attendees and workshop participants requested for sensitisation and awareness programmes as well as support and capacity-building for stakeholders to enhance Single Window development. Nigeria Customs Service in collaboration with other national organisations should consider organizing specific workshops and training in the component areas of Single Window to the wider stakeholder community in areas such as Business Process Analysis, Change Management and Legal Frameworks.

Working Groups

To implement and coordinate these initiatives, Working Groups as were created and utilised in the workshops must be harnessed and formalised to aid the continuation of the significant progress achieved in the workshops. To this effect, Memoranda of Understanding must be established to provide management backing to aid the working relationship already established.



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