

Experience Sharing

Presented By

Anggun Paramita Mahdi
Dedi Abdul Hadi

*Indonesia's Implementation in Digitalization of Trade Facilitation:
Indonesia National Trade Facilitation Committee and Indonesia
National Single Window*



Agenda Topics Covered



**Indonesia National Trade
Facilitation Committee**



**Developing of Indonesia
National Single Window**



Indonesia National Trade Facilitation Committee

KNFP

Komite Nasional Fasilitasi Perdagangan (KNFP) is Indonesia's multi-agency forum for coordination between the government and the private sector on trade facilitation issues.

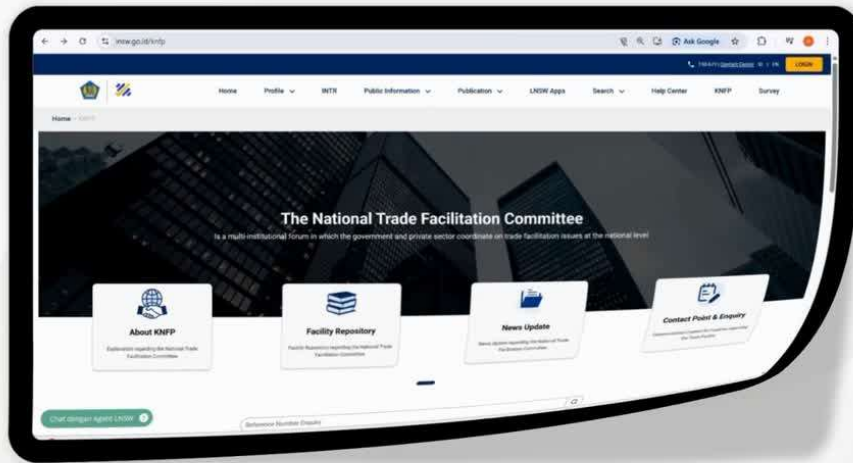
The implementation of:

- ✓ WTO Trade Facilitation Agreement
- ✓ ASEAN Trade Facilitation
- ✓ Trade facilitation issues in bilateral, regional, and multilateral fora

 **Website**
<https://insw.go.id/knfp>



Enquiry Points System



The enquiry points system serves as an official communication channel and a one-stop information center for business actors to obtain explanations regarding trade policies, regulations, and procedures. Through this service, businesses can easily access up-to-date information, submit enquiries, and receive clarifications from the relevant authorities without having to go through lengthy bureaucratic processes.

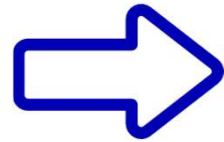


Website
<https://insw.go.id/knfp>

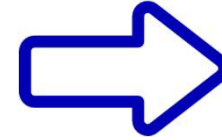
Enquiry Points Business Process



EXTERNAL PARTIES



<https://insw.go.id/knfp/enquiry>



KNFP



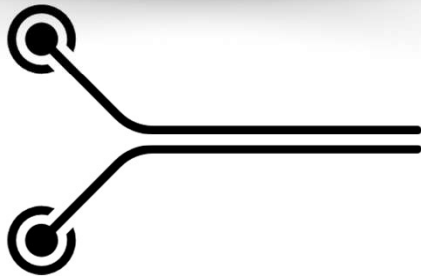
Trackable via
ticket number



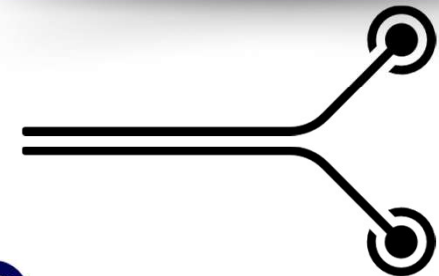
Accessible 24/7



15 trade facilitation topics
(Trade, Fisheries, Agriculture, Transportation, etc.)



KEY FEATURES



Progress notifications
via email & WhatsApp



Direct answers from
relevant ministries/agencies,
monitored by KNFP



Available in
Indonesian & English



Website
<https://insw.go.id/knfp>



Developing Indonesia National Single Window

Dedi Abdul Hadi



BACKGROUND

Establishment of INSW

International

The ASEAN Single Window as a regional initiative aimed at enhancing trade efficiency and competitiveness among ASEAN Member States. It facilitates the electronic exchange of trade related documents, such as customs declaration and phytosanitary certificates, to streamline customs clearance and promote economic integration

National (Business Hopes)

1. Easier business
2. How to comply
3. Easy to get information
4. No more silos
5. Standardized documents and services
6. No repetition
7. No duplication



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id

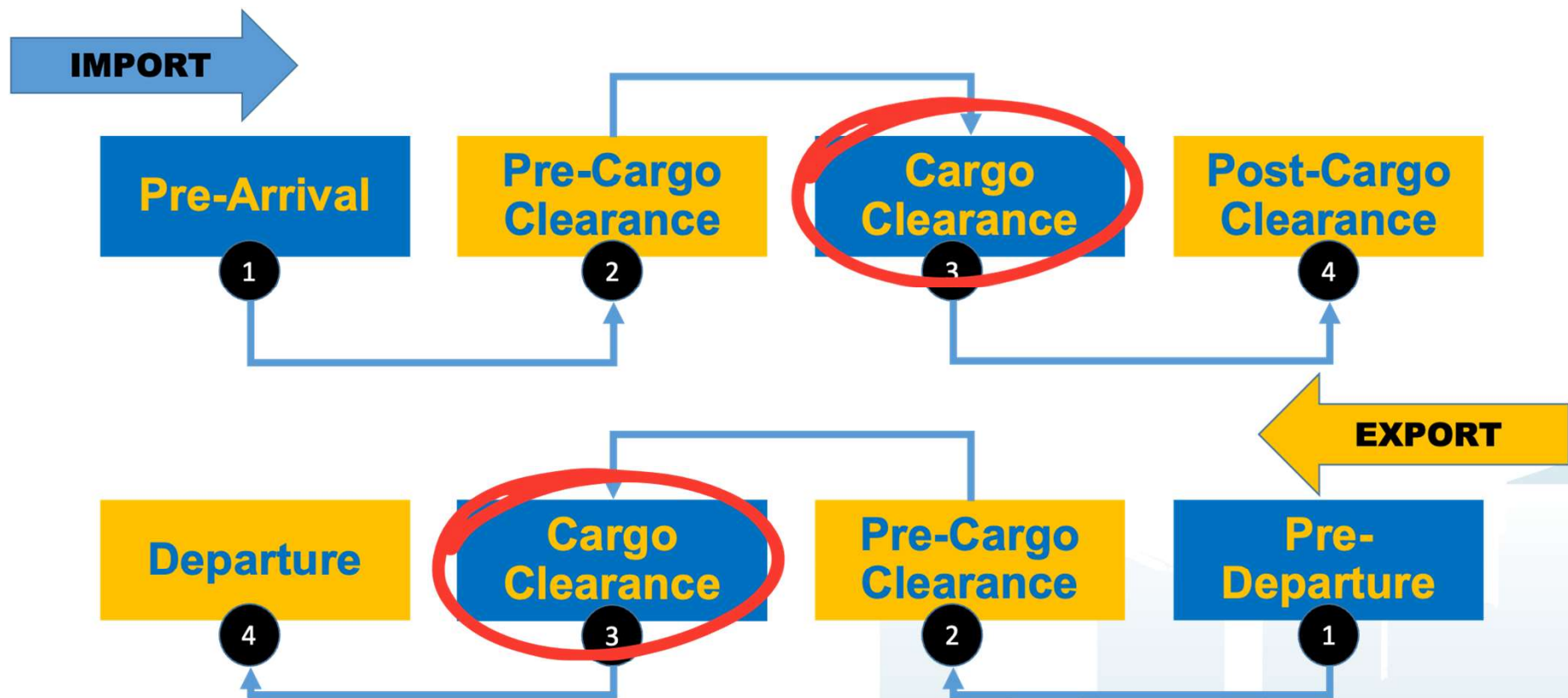


officialinsw



Lembaga National Single Window

Mapping Business Processes



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga National Single Window

Identifying Relevance Agencies

IMPORT

Pre-Arrival

1

Importer

Ministry of Trade

Other Government
Agencies

Customs

Surveyor

Others

Pre-Cargo Clearance

2

Port Authority

Customs

Immigration

Quarantine

Health Ministry

Shipping Agency

Others

Cargo Clearance

3

Post- Cargo Clearance

4

.....

.....

.....

.....



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga National Single Window

Data Required by Each Agencies

IMPORT

Pre-Cargo Clearance

2

Port Authorities

Customs

Immigration

Quarantine

Health Ministry

Shipping Agency

Others

1. Vessel name
2. Type
3. Registered Voyage number
4. Call Sign
5. Flag
6. IMO number
7. MMSI number
8. Gross Tonnage
9. Company name
10. Address
11. Port of Origin
12. Port of Transit
13. Port of Destination
14. Port of Unloading

13. Next Port
14. ETA
15. ETD
16. Description of Goods
17. HS Code
18. Number of containers
19. Size
20. Type of Packaging
21. B/L number
22. Date of B/L
23. Shipper
24. Consignee
25. Crews
26. ID/ Passport
27. Etc.



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id

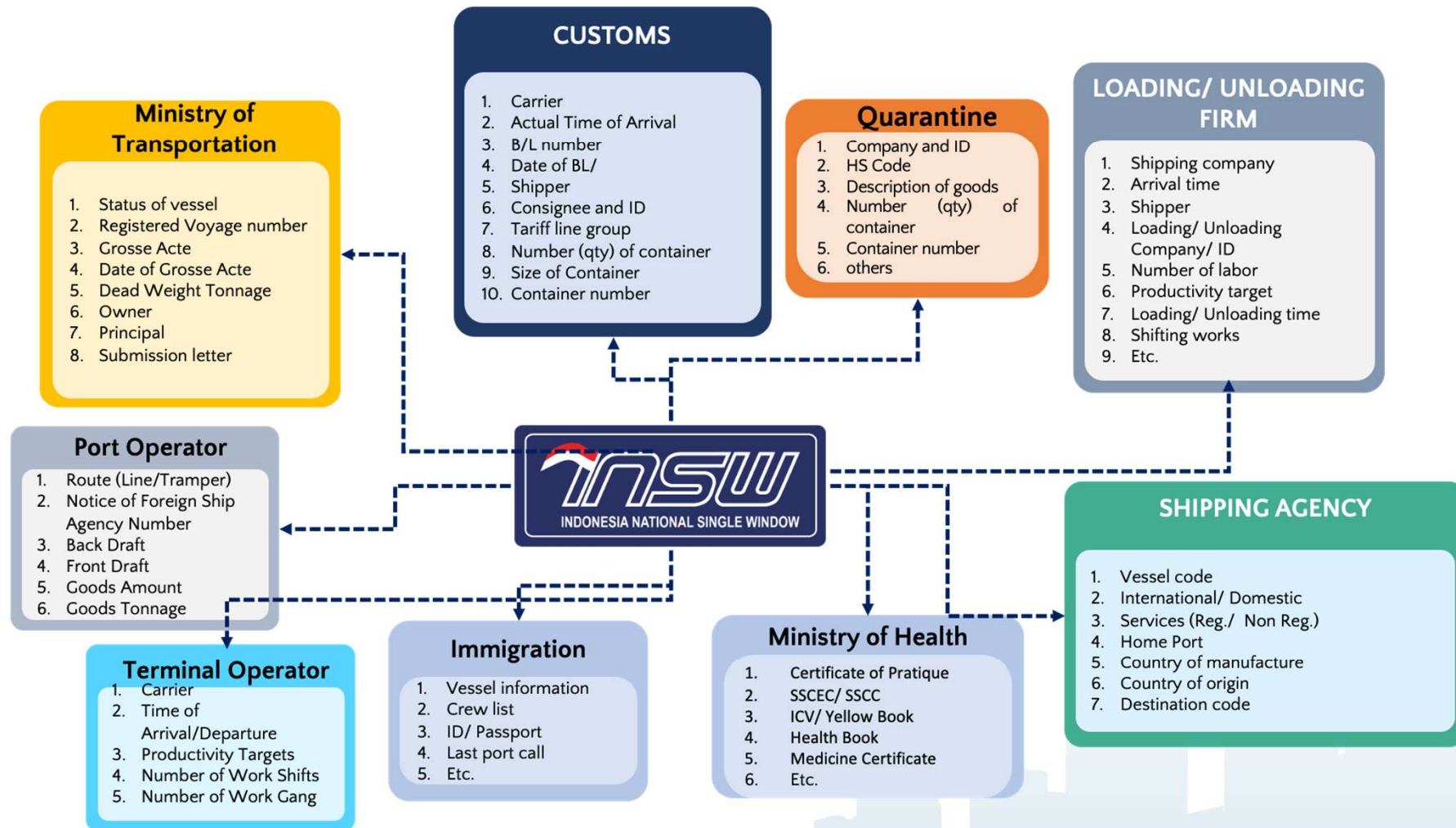


officialinsw



Lembaga National Single Window

Superset Data



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga National Single Window

Transformation



- Manual
- Individual Processing
- Redundant (Repetition/ Duplication)

Before INSW

- Single Submission
- Single Synchronous and Processing
- Single Decision

After INSW



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga Nasional Single Window

Challenge and Solution

CHALLENGES	SOLUTIONS
Political will	Established National Steering Committee on INSW
Inadequate Stakeholders Collaboration	Single Window Unit for better communication and coordination
Limited Technological Infrastructure (Agency with/ without their own system)	Priority Investment (mapping business processes)
Legal and Regulatory	Harmonization and Streamlining
Resistance to Change	Discussions, Campaigns, Promotions, Seminars, etc.
Data Security and Privacy Concerns	Implement robust data protection measures and comply with international data security standards
Financial Constraints	Priority Investment (mapping business processes)
Capacity building	Government first



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga National Single Window

Current Integration



www.insw.go.id



LNSWKemenkeu



officialinsw



Call Center
150-679



info@insw.go.id



officialinsw



Lembaga National Single Window

Contact KNFP

INSW



Email

sekretariat.knfp@kemendag.go.id



Website

<http://insw.go.id/knfp>



Email

info@insw.go.id



Website

<http://insw.go.id/>

Thank You