GHANA’S IMPLEMENTATION OF THE TFA
ARTICLE 10.4
SINGLE WINDOW PRESENTATION
<table>
<thead>
<tr>
<th></th>
<th>Background</th>
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<th>Features of NSW</th>
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<td>Main objectives</td>
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<td>Performance</td>
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<td>Phase 1 modules</td>
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The need for the implementation of a National Single Window for Ghana’s trade facilitation had become apparent by 2015 owing to the numerous challenges associated with the level of paper processes which pertained at the time.

A feasibility study conducted in 2015 by the Korea Customs Service in collaboration with GRA-Customs Division underlined this fact and a Master plan for Customs modernization was developed out of the study.

In addition, Ghana signed and ratified the WTO TFA in 2017 and the deployment of a NSW was notified as a Category B measure.

Subsequently Government of Ghana through the Ministry of Trade & Industry in 2018 contracted a local service provider; Ghana Link Network Services Ltd (GLNS) together with their technical partners; Customs UNIPASS International Agency (CUPIA) of South Korea to develop and implement a NSW system based on the UNIPASS technology.
**Milestones**

**March 2018**  
Agreement Signed for NSW

**March 2020**  
Deployment at all land frontiers

**April 2020**  
Deployment at the Takoradi Port & Kotoka International Airport

**June 2020**  
Nationwide deployment of NSW as the one-stop Trade Service Platform

The aim is to use electronic data instead of paper documents and to connect different computer systems of Government agencies and businesses to create a seamless international supply chain.
MAIN OBJECTIVES

Have a Single Service Provider to provide an end-to-end solution.

Address Revenue Mobilization and Security Challenges with Cross-Border Trade.

Provide an Integrated & Electronic Data Exchange & Information Sharing Solution amongst all Stakeholders as well as Customs in other Countries.

Implement an Effective & Efficient Electronic System that Reduces the Cost & Time of doing Business.
PHASE 1 MODULES

CLEARANCE MANAGEMENT
- Import Clearance
- Export Clearance

PORTAL
- Internal Portal Management
- External Portal Management

CARGO MANAGEMENT
- Import Cargo
- Export Cargo
- Transit Cargo
- Cargo tracking

INFORMATION MANAGEMENT
- RISK MANAGEMENT
- CUSTOMS DATA WAREHOUSE

SINGLE WINDOW
- MDA related activities (LPCOs)

ICUMS

COLLECTION MANAGEMENT
- Tax Bill Creation
- Tax Bill Payment
- Securities and Bond
- Penalty & Service Charge
PHASE 2 MODULES

Authorized Economic Operators (AEO)
Advance Passenger Information System (APIS)

Post Clearance Audit
Duty Drawback
E-Wallet

Re-Scheduling
E-Auction
State Warehouse Mgt.

Customs Laboratory
Performance Management

Investigations
Intelligence & Surveillance

Performance Mgt.
Transit Data Sharing
Fully Built Units-Govt.
Automobile Policy
<table>
<thead>
<tr>
<th>Clearance Options</th>
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</thead>
<tbody>
<tr>
<td>Pre-Manifest Declaration (PMD)</td>
</tr>
<tr>
<td>Declaration Post Manifest (DPM)</td>
</tr>
<tr>
<td>Non - BL/AWB Declaration (NBD)</td>
</tr>
<tr>
<td>Courier Goods Declaration (CGD)</td>
</tr>
<tr>
<td>Simplified Goods Declaration (SGD)</td>
</tr>
<tr>
<td>EX-Warehouse Declaration (EWD)</td>
</tr>
<tr>
<td>Export Declaration (EXD)</td>
</tr>
<tr>
<td>Mail Goods Declaration (MGD)</td>
</tr>
<tr>
<td>Temporary Vehicle Importation</td>
</tr>
</tbody>
</table>
Declarant inputs common information to the Preparation Document and applies simultaneously to all agencies and declarant can view each agency’s processing status all at once.
**FEATURES OF NSW**

**Cargo Tracking**

History of Cargo Movement is provided in real-time

**Paperless System**

ICUMS manages the creation, storage and control of content electronically

Searchable repositories provide users with ways of document retrieval
FEATURES OF NSW

✓ Reporting on all transactions
✓ All stakeholders can source data for reports & analysis

Tax Collection

✓ All 24 Commercial Banks are connected.
✓ Expanded Payment Options: Visa, Internet Banking, Walk-In Banking, Mobile Money (*222#) etc.
FEATURES OF NSW

Selectivity Feedback Mechanism

- BoE Submit
  - Risk Selectivity
  - Document Verification
  - Payment
  - Scan/Physical Examination
  - Release

RM Engine

- Calculated Compliance level
- Modified Item Cancellation
- Modification Tariff
- Detected
- COR
- PCA

Intelligence Unit
- Investigation Unit

- PCA (Post Clearance Audit) / COR (Customs Offence Report): Add Score to Selectivity (Recalculate)
- Investigation Unit / Intelligence Unit: Request Profiles
FEATURES OF NSW

Information Dissemination

✓ Real Time Information Dissemination
✓ Information Catalogue
✓ BOE Status Check
✓ Cargo Tracking (CRN, BL No., Container No. BOE No.)
✓ Duty Calculator
✓ Training Videos & Manuals on ICUMS
FEATURES OF NSW

E-tracking of all Customs Suspense Regime Transactions

✓ Transit
✓ Warehousing
✓ Re-Export
✓ Free Zones
✓ Etc.
## Key Indicators (as of March 2022)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Monthly volume of declarations</td>
<td>55000+</td>
</tr>
<tr>
<td>Customs operations sites connected</td>
<td>160+</td>
</tr>
<tr>
<td>Number of OGAs/MDAs connected</td>
<td>37</td>
</tr>
<tr>
<td>Core system availability</td>
<td>99.9%+</td>
</tr>
<tr>
<td>Number of registered users (Internal &amp; External)</td>
<td>2630 &amp; 7080</td>
</tr>
<tr>
<td>Paperless rate of customs clearance</td>
<td>99%+</td>
</tr>
<tr>
<td>Compression rate of customs clearance time</td>
<td>60%+</td>
</tr>
<tr>
<td>Cut enterprises’ customs clearance costs</td>
<td>1/3</td>
</tr>
<tr>
<td>Increased Customs and OGA revenue</td>
<td>Double digits</td>
</tr>
</tbody>
</table>
Eliminated Paper documents
Increased transparency
Increased compliance
Increased security
Higher efficiency
Lower cost & time

The Secretary General of the WCO in 2022 recognised the immense impact of Ghana’s NSW with a certificate of commendation ......

At the World Customs Day Celebration 2022 the GRA recognized the immense impact of the NSW on Ghana’s trade with a citation ...

Trade Facilitation Organization of the Year 2021
Excellence in Innovation & Technology 2021......

2021 Indigenous Company of the year ......
LESSONS LEARNED

**Key Conclusions**

1. **National leadership support** is the key factor for a successful implementation of the NSW.

2. **Responding to users’ needs** is the verve of the NSW.

3. **Scientific and rational top-level design** surely exert the benefits of the SW.

4. **Stakeholders’ collaboration** and support helps the effective implementation of the NSW.

5. **Innovative technological applications** help create a more expedient NSW for traders.
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thank you