WORLD TRADE ORGANIZATION

Trade Facilitation Agreement Database

TFAD

# Fiji

**Ratified Agreement:** Yes

**Ratification Date:** 2017-05-01

| Implementation Notifications (Categories A, B, C) | | | Due date | Status |
|---|---|---|---|---|
| Notified all category ABC designations | | | by 22 February 2017 | Yes |
| A - 32.4% | B - 35.3% | C - 32.4% | **Not yet notified** - 0.0% | |
| Notified indicative dates in Category B | | | by 22 February 2017 | Yes |
| Notified definitive dates in Category B | | | by 22 February 2018 | Yes |
| Notified indicative dates in Category C | | | by 22 February 2017 | Yes |
| Notified definitive dates in Category C | | | by 22 August 2019 | Yes |
| Notified Technical Assistance requirements | | | by 22 February 2017 | Yes |
| Notified arrangements on the provision of technical assistance support | | | by 22 February 2018 | Yes |
| Notified progress in the provision of technical assistance support | | | by 22 August 2019 | Yes |

**Transparency notifications**

| | | | |
|---|---|---|---|
| Notified Art. 1.4 | Category B | Definitive implementation date 30 June 2017 | No |
| Notified Art. 10.4.3 | Category C | Definitive implementation date 31 December 2025 | No |
| Notified Art. 10.6.2 | Category B | Definitive implementation date 31 December 2018 | No |
| Notified Art. 12.2 | Category B | Definitive implementation date 31 December 2018 | No |

## Information on Assistance and Capacity Building

| | |
|---|---|
| Notified Art. 22.3 | Yes |

**Legend:** Yes Notification presented | No Notification due | No Notification not yet due

| Implementation schedule | | | Indicative implementation date | Definitive implementation date |
|---|---|---|---|---|
| 1.1 | Publication | C | by 31 December 2019 | by 31 December 2020 |
| 1.2 | Information available through internet | C | by 31 December 2019 | by 31 December 2020 |
| 1.3 | Enquiry points | B | by 31 December 2019 | by 31 December 2019 |
| 1.4 | Notification | B | by 30 June 2017 | by 30 June 2017 |
| 2.1 | Comments and information before entry into force | B | by 31 December 2017 | by 31 December 2018 |
| 2.2 | Consultations | B | by 31 December 2019 | by 31 December 2019 |
| 3 | Advance rulings | C | by 31 December 2019 | by 31 December 2020 |
| 4 | Procedures for appeal or review | C | by 31 December 2019 | by 31 December 2021 |
| 5.1 | Notifications for enhanced controls or inspections | B | by 31 December 2019 | by 31 December 2019 |
| 5.2 | Detention | A | | by 22 February 2017 |
| 5.3 | Test procedures | C | by 31 December 2021 | by 31 December 2023 |
| 6.1 | General disciplines on fees and charges | B | by 31 December 2017 | by 31 December 2018 |
| 6.2 | Specific disciplines on fees and charges | A | | by 22 February 2017 |
| 6.3 | Penalty Disciplines | A | | by 22 February 2017 |

| Implementation schedule | | | Indicative implementation date | Definitive implementation date |
|---|---|---|---|---|
| 7.1 | Pre-arrival processing | A | | by 22 February 2017 |
| 7.2 | Electronic payment | B | by 31 December 2019 | by 31 December 2019 |
| 7.3 | Separation of release | A | | by 22 February 2017 |
| 7.4 | Risk management | C | by 31 December 2019 | by 31 December 2021 |
| 7.5 | Post-clearance audit | A | | by 22 February 2017 |
| 7.6 | Average release times | C | by 31 December 2019 | by 31 December 2019 |
| 7.7 | Authorized operators | C | by 31 December 2019 | by 31 December 2021 |
| 7.8 | Expedited shipments | A | | by 22 February 2017 |
| 7.9 | Perishable goods | A | | by 22 February 2017 |
| 8 | Border Agency Cooperation | B | by 31 December 2017 | by 31 December 2018 |
| 9 | Movement of goods | A | | by 22 February 2017 |
| 10.1 | Formalities | C | by 31 December 2019 | by 31 December 2019 |
| 10.2 | Acceptance of copies | A | | by 22 February 2017 |
| 10.3 | Use of international standards | B | by 31 December 2021 | by 31 December 2021 |

| Implementation schedule | | | Indicative implementation date | Definitive implementation date |
|---|---|---|---|---|
| 10.4 | Single window | C | by 31 December 2021 | by 31 December 2025 |
| 10.5 | Preshipment inspection | A | | by 22 February 2017 |
| 10.6 | Use of customs brokers | B | by 31 December 2017 | by 31 December 2018 |
| 10.7 | Common border procedures | A | | by 22 February 2017 |
| 10.8 | Rejected Goods | A | | by 22 February 2017 |
| 10.9 | Temporary admission of goods and inward and outward processing | A | | by 22 February 2017 |
| 11 | Transit | Ap Bp | from 22 February 2017 to 31 December 2017 | from 22 February 2017 to 31 December 2018 |
| 12 | Customs cooperation | B | by 31 December 2017 | by 31 December 2018 |

**Legend**

| | | | | | |
|---|---|---|---|---|---|
| A | Notified in Cat. A | Ap | Partially notified in A | | |
| B | Notified in Cat. B | Bp | Partially notified in B | C»B | Shift from C to B |
| C | Notified in Cat. C | Cp | Partially notified in C | B»C | Shift from B to C |
| N | Not yet notified | E | Extension of time requested | | |

## Notifications and other documents

| Symbol | Date | Description |
|---|---|---|
| G/TFA/N/FJI/3 | 2025-06-27 | Donor arrangements and progress in the provision of technical assistance |

| Symbol | Date | Description |
|---|---|---|
| G/TFA/N/FJI/1/Add.1 | 2019-08-30 | Category C notification - Addendum |
| G/TFA/N/FJI/2 | 2019-07-10 | Notification Art. 22.3 |
| G/TFA/N/FJI/1 | 2018-06-07 | Category B notification |
| WT/PCTF/N/FJI/1 | 2017-01-23 | Category A, B and C notification |

## Experience Sharing

**Digitalization**

| Date | Title |
|---|---|
| 22 October 2024 - 24 October 2024 | Digitalizing Trade Controls for Improved Waste Management and Recycling |

## Technical Assistance detailled information

### 1.1 Publication

C

**1.1.1 (a), (b), (c), (d), (e), (f), (g), (h), (i), (j)**

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2020

### Assistance required for implementation

Assistance required:

Legal/Policy - Technical expertise to develop user friendly publications. Technical expertise in translating information in other 2 Official languages.

Procedures
• Assistance is required to review the range of publications produced by border agencies and develop more formal procedures in order to publish trade- related information in easily accessible manner and to provide measures to ensure that relevant agency staffs are aware of the obligation.

Human Resources/Training
• Training of all relevant border agency Officials to have better understanding of Fiji's international obligations, relevant domestic laws and roles and responsibilities of other border agencies to facilitate trade.
• The training will also include identification of type of information that the agencies need to publish.

ICT
• To develop user friendly websites where all relevant information could be found easily.
• Capacitate other border agencies with ICT systems.

**Tags:** *Information and communication technologies (ICT), Legislative and regulatory framework, Human resources and training, Institutional procedures, Awareness-raising*

**Donor Agencies:** World Bank

## Progress reported

The key trade facilitation agencies such as the Fiji Revenue and Customs Services, Biosecurity Authority of Fiji, Ministry of Forestry, Ministry of Fisheries, etc. have published information in relation to Article 1.1. This includes legislation, import and export forms, application and clearance guides and procedures including checklists, license requirements and schedule of fees and charges.

There has been significant progress made on the development of publications by respective Government Departments and Agencies.

As part of the implementation of the National Trade Portal for Fiji with World Bank Group support, a thorough review of the status and the quality of regulatory information provided has been undertaken. World Bank assistance is provided to key agencies, including the Biosecurity Authority of Fiji, which is currently developing new legislation, and assistance is provided to review and update all published information to align it with the new legislation.

With over 98% of content uploaded to date, the National Trade Portal for Fiji will officially launch in July 2025.

Areas of assistance required:
None identified.

C

**1.2.1 (a), (b), (c)**
**1.2.2**
**1.2.3**

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2020

## Assistance required for implementation

Assistance required:

Legal/Policy
• Require assistance to develop relevant legislations and policies in order to have information available through the internet.

Procedures
• To develop user friendly import and export checklist, guidelines on export and import fees and charges.

Human Resources/Training
• Training of IT Staff to design, develop and maintain websites.

ICT
• Some agencies lack sufficient and competent technical staff required to maintain the relevant websites. There is a need in agencies for technical experts to incorporate and maintain the content on an existing internet site (or sites), and ultimately to design, develop and maintain a new website.
• Assistance required to develop one stop shop online information centre for import, export and transit for all agencies.
• Assistance required to develop multi-language provision of information on government websites, including official languages.
• Infrastructure/Equipment – assistance required to assist border agencies with relevant equipment and software programs. Also require necessary website content management information technology typically used for rapid amendment to websites that allows communication of changes to all interested parties.

**Tags:** *Information and communication technologies (ICT), Legislative and regulatory framework, Infrastructure and equipment, Institutional procedures, Human resources and training*

**Donor Agencies:** World Bank

## Progress reported

Fiji has made significant progress in the development of individual agency websites. The following key trade facilitation agencies have published their trade-related information on their respective websites:

Fiji Revenue and Customs Services - www.frcs.org.fj/
Biosecurity Authority of Fiji - https://www.baf.com.fj/
Ministry of Forestry - https://www.forestry.gov.fj/
Ministry of Fisheries - https://www.fisheries.gov.fj/index.php/forms
Telecommunications Authority of Fiji - http://www.taf.org.fj/Licensing/Import-Permit.aspx
Ministry of Waterways and Environment - https://www.mowe.gov.fj/permits-licenses/
Ministry of Commerce, Trade, Tourism and Transport - https://www.mcttt.gov.fj/divisions/trade-unit/programmes/international-trade-agreements/
Laws of Fiji - https://www.laws.gov.fj/
Government Directory - https://directory.digital.gov.fj/

Following a series of capacity building Workshops undertaken by the World Bank Group which demonstrated potential Trade Portal options and helped initiate National Trade Facilitation Committee (NTFC) discussions on the requirements needed when implementing a National Trade Portal, at the request of the Government of Fiji, the World Bank Group is currently in the process of implementing a National Trade Portal for Fiji, with an official launch date aimed for July 2025. As part of the implementation, a framework was developed and is currently used as a roadmap not only for establishing the National Trade Portal. The implementation is at over 98% Content upload to date, and most of the trade-related information from different respective trade facilitation agencies for publication has been consolidated, and all the work processes and information flows reviewed. World Bank support is providing the project management needed for the development of the National Trade Portal for Fiji.

Areas of assistance required:
None identified.

**3.1**
**3.2 (a), (b)**
**3.3**
**3.4**
**3.5**
**3.6 (a), (b), (c)**
**3.7**
**3.8**
**3.9 (a) (i), (ii), (i), (ii), (iii), (iv), (c), (d)**

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2020

## Assistance required for implementation

Assistance required:

• Legal/Policy – Fiji Revenue and Customs Authority (FRCA) needs technical assistance to develop relevant laws and policies in order to undertake advance ruling.
• Procedures – assistance to develop relevant procedures in order to implement and undertake advance rulings effectively.
• Human Resources/Training – training and creating awareness of FRCA Officials on the importance of advance rulings and how it will be implemented.
• ICT – Require technical assistance to integrate advance rulings into automated customs systems
• Infrastructure/Equipment – to support the classification ruling process ideally, assistance is required in terms of having better laboratories to test for classification of products.

**Tags:** *Information and communication technologies (ICT), Legislative and regulatory framework, Infrastructure and equipment, Human resources and training, Institutional procedures*

**Donor Agencies:** World Customs Organization

## Progress reported

The Fiji Revenue and Customs (FRCS) have implemented an advance ruling regime. The Customs Act 1986 (under the sections noted below) was amended and several traders have accessed the new regime.

Customs Act 1986 – Advance Ruling amendments
Section 154 A Application for customs
Section 154 B Notice of Customs ruling
Section 154 C Effect of Customs ruling
Section 154 D Confirmation of basis of Customs ruling
Section 154 E Amendment of Customs ruling
Section 154 F Cessation of Customs ruling
Section 154 G Appeal from decision of Comptroller
Section 154 H No liability where Customs ruling relied on

Fiji had requested assistance to undertake an independent review of the quality of the implemented advance ruling processes. In October 2022, the WCO conducted a review of the process and advised that the programme was compliant with all requirements; however, there was a need to improve public awareness of the process. FRCS is undertaking this work.

Areas of assistance required:
None identified.

**4.1 (a), (b)**
**4.2**
**4.3**
**4.4 (a), (b), paragraph**
**4.5**
**4.6**

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2021

## Assistance required for implementation

Assistance required:

• Legal/Policy - technical assistance to relevant agencies to develop policies and laws in order to put in place effective procedure for appeals and review.
• Procedures – require assistance to develop directives on appeals which is an information strategy to ensure the business community is fully aware of the appeals system.
• Also requires assistance to bring the appeal and review mechanisms/ procedures within other border agencies.
• Human Resources/Training – technical assistance to develop capacity in relevant agencies to have a greater understanding of procedures for review and appeal.
• Develop publications to create awareness within the private sector of this particular provision.

**Tags:** *Legislative and regulatory framework, Institutional procedures, Human resources and training, Awareness-raising*

**Donor Agencies:** World Bank, Food and Agriculture Organization

## Progress reported

The Fijian Constitution provides rights and procedures for appeal and review in general, and specifically under Fiji's Customs Act. This includes provisions for appeal or review by higher authority under Part 23—Appeals, Section 36B (5) and Section 101A (4).

The Fiji Revenue and Customs Service (FRCS) has published guidelines and Standard Operating Procedures to implement the appeal provisions within their Customs Act 1986.

The FAO has assisted the Biosecurity Authority of Fiji (BAF) in developing an initial draft of the legislation, which includes the appeal and review procedures. The WBG is currently assisting BAF in finalising the legislation and the required regulations.

World Bank Group is currently providing support to BAF to finalize the legislation, including assistance to BAF to implement the appeal and review provisions, including:

• Review existing appeal and review legislation and processes within other key trade facilitation agencies and develop a work plan to manage any reform that is required;
• The development of appeal and review guidelines, Standard Operating Procedures, and the provision of public information; and
• Training for staff and clients.

Areas of assistance required:
None identified.

**5.3.1**
**5.3.2**
**5.3.3**

**Indicative date of implementation**
31 December 2021

**Definitive date of implementation**
31 December 2023

## Assistance required for implementation

Assistance required:

• Legal/ Policy – develop relevant laws and policies for agencies such as FRCA and Biosecurity Authority of Fiji (BAF) to ensure traders have access to second testing.
• Human Resources/Training – capacity building for relevant border agencies, laboratory technicians and academic institutions on secondary testing.
• Institutions - technical assistance and capacity building is needed for academic institutions, public and private laboratories to provide second testing.
• Infrastructure/Equipment – establishment of accredited laboratory/laboratories to undertake second testing.

**Tags:** *Legislative and regulatory framework, Infrastructure and equipment, Human resources and training*

**Donor Members:** New Zealand

**Donor Agencies:** World Bank, PHAMA Plus

## Progress reported

Fiji has established a Test Procedures Working Group under the National Trade Facilitation Committee. The group has developed a Position Paper and an initial work plan to undertake a scoping and gap analysis (ongoing). The working group is led by the Biosecurity Authority of Fiji and consists of 10 other trade facilitation agencies.

The Department of National Trade Measurements and Standards has developed new standards and testing regimes for some traded products that are engaged with the initiative assesses laboratory capacity and future needs on a regional basis.

The following specific activities have been undertaken:

• The NZMPI Aid Project has implemented the following:

- Facility Upgrade, including increased floor space and equipment availability in the Post-Entry Quarantine laboratory at Koronivia. They are now able to conduct molecular-level testing. BAF provided staff training and certification, and existing SOPs were updated.

- Serological (ELISA) and molecular (PCR) testing for local animal diseases (e.g., American Foul Brood) and exotic diseases (e.g., Foot and Mouth Disease, Infectious Bursal Disease, African Swine Fever, etc.).

The World Bank Group is assisting the Working Group to undertake the scoping requirements to identify the future needs for new or updated testing facilities, or to existing facilities for 2nd testing, to ensure access to the second test for the private sector. Planning workshops were conducted in February and June 2023. BAF is currently examining the current requirements for 2nd testing and the future feasibility of undertaking these tests in Fiji or elsewhere. The World Bank Group is also reviewing the current draft of the Biosecurity legislation related to 2nd testing procedures, as well as providing support to BAF on adopting a risk-based approach for testing and inspection. A draft policy addressing test procedures is currently in the development process with support from the World Bank Group.

Areas of assistance required:

Fiji requires assistance to develop the following 2nd testing requirements:
• Specifics of laboratory requirements and accreditation to achieve compliance.
• Laboratory training and capacity development requirements.
• 2nd testing implementation strategy (including processes and timing).
• Implementation of policy and standard operating procedures when legislation is approved.
• Potential automation and laboratory sample tracking.
• Stakeholder consultancy and awareness on secondary tests.

C

7.4.1
7.4.2
7.4.3
7.4.4

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2021

## Assistance required for implementation

Assistance required:

• Legal/Policy – Technical assistance required to develop a mechanism to ensure enhanced coordination and collaboration between border agencies on risk identification and application of risk management.
• Procedures – technical assistance to develop necessary procedures that ensures effective implementation of risk management system.
• Human Resources/Training – technical assistance to develop capacity in relevant border agencies to have a full understanding and application of risk management system.
• ICT – assistance required to acquire as well as enhance technological capabilities necessary to implement a proper risk management process.
• Infrastructure/Equipment – assistance to have relevant technology such as x-ray machines, scanners, laboratory testing facilities in order to implement a proper risk management system.

**Tags:** *Information and communication technologies (ICT), Infrastructure and equipment, Institutional procedures, Human resources and training*

**Donor Agencies:** World Bank

## Progress reported

The World Bank Group facilitated the Border Risk Management and Digital Information workshop in New Zealand, from 2-6 December 2019, where Pacific Biosecurity and Customs representatives from five Pacific Island countries were provided briefings, demonstrations, and initial training on Risk Compliance and developing a risk management and targeting regime. In 2023, the World Bank Group has undertaken Risk Management workshops with BAF, MoH, and FRCS to assist the integration of BAF risk management process within ASYCUDA for improved targeting. BAF is currently completing an analysis of all current risk commodities to finalise an initial risk regime.

The World Bank Group is assisting Fijian border agencies to analyse current capabilities, implement an effective risk management system based on a common methodology, and develop an overall agency risk management framework. This will include promoting a regional approach to managing risk, and initial regional planning was undertaken in Sydney in December 2022.

BAF is currently working with FRCS to develop joint risk profiles and reduce the incidence of physical inspections for low-risk consignments.

Areas of assistance required:

Fiji requires assistance to develop an effective risk-based targeting system and training of officials from all border agencies to enable them to participate in an integrated risk-based approach. This may include the development of a joint targeting centre for all border-related profiling, vessel/packaging, and commodity screening.

C

7.6.1
7.6.2

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2019

## Assistance required for implementation

Assistance Required:

• Procedures – Assistance need to put in place systems to meet TFA requirements to be able to regularly measure and publish average release times.
• Human Resources/Training – assistance to build capacity within relevant border agency officials to conduct TRS.
• ICT/Equipment – require assistance to develop and implement automated system to eliminate inaccuracies in the measurement of time taken for processes.

**Tags:** *Information and communication technologies (ICT), Infrastructure and equipment, Institutional procedures, Human resources and training*

**Donor Agencies:** World Bank, World Customs Organization

## Progress reported

The World Customs Organisation (WCO) provided training to the members of the National Trade Facilitation Committee Working Group on utilizing the WCO Time Release Study Tool and identifying key 'testing points' in the clearance to prepare a TRS survey. The TRS Working Group developed an initial survey; however, it was not conducted due to the impact of COVID-19 on cargo volume and release times.

In 2023, the World Bank Group provided further training and support for the TRS Working Group. FRCS led a Seaport TRS at both ports (Lautoka and Suva Ports) in June 2023. All Border Agencies were committed to ensuring that the findings are thoroughly vetted and validated before publication, as the study's outcomes hold significant implications for trade facilitation and economic growth in Fiji. Border Agencies analysed the extensive data collected from the TRS and, assisted by the World Bank Group, officially released the report in September 2024 and published the report on the FRCS website at:

https://frcs.org.fj/public-notice/national-time-release-study-report-2023-on-a-page/

https://frcs.org.fj/wp-content/uploads/2024/10/NATIONAL-TIME-RELEASE-STUDY-REPORT-2023.pdf

A new 2025 TRS for air cargo at Nadi International Airport is currently under preparation and is planned to run for two weeks during June 2025. The TRS will be a joint FRCS/BAF/MOH, with engagement and assistance from Air Terminal Services (ATS) and the Fiji Customs Brokers Association (FCBA).

The TRS Working Group is currently conducting a series of training workshops and field tests at Nadi Airport to provide an overview of the TRS Methodology and a refresher on the Fiji TRS System for Fiji Border Agencies and Industry. The goal is to consider the initial survey sheet, verify the processes (workflows, etc.), get feedback from counterparts, and establish the survey in the WCO TRS system.

It is anticipated that Fiji will require assistance in the next few years after the completion of the TRS analysis. The country aims to be self-sufficient for future TRS by 2026.

Areas of assistance required:
None identified.

C

**7.7.1**
**7.7.2 (a) (i), (ii), (iii), (iv), (i), (ii)**
**7.7.3 (a), (b), (c), (d), (e), (f), (g)**
**7.7.4**
**7.7.5**
**7.7.6**

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2021

## Assistance required for implementation

Assistance Required:

• Legal/Policy – assistance required to develop a more open accredited client scheme (which is non-discriminatory e.g. Gold card Scheme) to comply with customs and other related laws and regulations.
• Procedures – assistance to develop proper procedures with transparent criteria to be applied to assess authorised operators that meet specified criteria in a trusted trade program e.g. Gold card Scheme.
• Human Resources/Training – capacity building for all border agencies such FRCA and BAF is needed to ensure full compliance with this measure.

**Tags:** *Legislative and regulatory framework, Institutional procedures, Human resources and training*

**Donor Members:** Australia

**Donor Agencies:** to be determined

## Progress reported

The Authorized Economic Operator (AEO) Framework was developed and published by the Fiji Revenue and Customs Services, and an AEO committee was formed in February 2018. The AEO was implemented on 25 January 2019. There are currently seven companies operating under the AEO scheme, where there is zero to minimal intervention from the border agencies regarding the clearance of the cargoes. Biosecurity Agency Fiji (BAF) has made informal agreements with the participating companies to offer similar services.

Australia Border Force (ABF) has assisted Fiji in reviewing the AEO programme, including the AEO Framework, developing AEO applications, AEO Validator questionnaire, and AEO SOPs. Fiji validated the existing AEO (7) companies, as well as validated the new companies that expressed their interest in joining the AEO Programme. This resulted in the increase of the number of AEO companies from 7 to 23 in February 2025 (below links for more information)

https://frcs.org.fj/?s=AEO

https://frcs.org.fj/news/2025-2/frcs-renews-gold-card-and-authorized-economic-operator-aeo-membership/

Areas of assistance required:

Fiji requires assistance for Ministry of Health and Medical Services (Food Unit), Fiji Ports Terminal Ltd, Airports Fiji Ltd and Biosecurity Agency Fiji (BAF) to implement formal authorized operator regimes.
Fiji is investigating future regional AO relationships within the Pacific and may require assistance as this concept is being developed.

C

10.1.1 (a), (b), (c), (d)

**Indicative date of implementation**
31 December 2019

**Definitive date of implementation**
31 December 2019

## Assistance required for implementation

Assistance Required:

• Legal/Policy - technical assistance to review relevant laws in order to streamline import and export permits and other necessary requirements.
Assistance is needed to develop a government-wide strategy to replace all documentation with electronic processing especially in other border related agencies.
• Procedures – Assistance needed to streamline procedures across border agencies to avoid duplication of both procedures and documentation in order to facilitate trade.
• Institutions – technical assistance needed to promote border coordination as well as assist other agencies to transition to electronic documents.
• Human Resources/Training – capacity building for relevant border agency Officials to ensure enhanced border coordination.
• ICT – Assistance needed to capacitate other agencies with ICT tools and enablers in order to meet international standards for computerised system as well as expedite clearance.

**Tags:** *Information and communication technologies (ICT), Legislative and regulatory framework, Institutional procedures, Human resources and training, Awareness-raising*

**Donor Agencies:** World Bank, Global Alliance for Trade Facilitation

## Progress reported

Fiji has undertaken some initial projects through the NTFC working groups to reduce the duplication of paper and electronic reporting requirements. This has included the removal of the requirement for Shipping companies to provide paper manifests to the Ministry of Health (MOH) and the Biosecurity Agency Fiji (BAF). This cooperative approach was further demonstrated during the initial stages of the COVID-19 response when border agencies worked with industry to reduce physical contact processes by changing procedures enabling the acceptance of electronic documents for permits, joint inspections where practicable, and the abolition of the previous requirement for BAF clients to produce paper copies of all clearance documents at the port office prior to cargo clearance. BAF is still using a dual paper and electronic clearance process for imported goods at Suva Port.
Global Alliance assisted BAF and their clients to create Phytosanitary certificates on the GeNS, and in 2023, this was further enhanced to include industry and online access for certificate creation and a BAF approval process for export goods. World Bank Group, in partnership with UNCTAD, is developing connectivity between the BAF GeNS and ASYCUDA World to enhance timely clearance and verification of SADs for goods subject to phytosanitary requirements.

Areas of assistance required:

Fiji requires assistance to:

• Review relevant laws of other border agencies (Ministry of Health, Department of Fisheries, and Ministry of Environment) to enable streamlining, simplifying, and reducing, as needed, all trade-related formalities and documentation requirements.
• Development of a government-wide strategy to replace all trade-related formalities and documentation requirements with electronic processing, especially in other border-related agencies.
• Finalize BAFs transition to paperless cargo clearance processes.

## 10.4 Single window

C

**10.4.1**
**10.4.2**
**10.4.3**
**10.4.4**

**Indicative date of implementation**
31 December 2021

**Definitive date of implementation**
31 December 2025

## Assistance required for implementation

Assistance Required:

• Legal/Policy - technical assistance to review relevant laws in order to develop comprehensive nation single window.

Technical assistance needed leading to setting a clear time scale of Single Window role out and implementation.

• Procedures - development of efficient procedures and checklist in order to implement national single window effectively.
• Institutions - technical assistance to build capacity in relevant border agencies in order to implement national single window.
• Human Resources/Training capacity building needed for relevant border agency Officials and business community to be sensitised, equipped and trained in order to implement national single window.
• ICT –assistance to ensure reasonable to high level access to IT equipment's especially for other border agencies.
• Infrastructure/Equipment – assistance required in setting up and installing appropriate IT equipment's and systems in some agencies and at ports of entry.

**Tags:** *Information and communication technologies (ICT), Legislative and regulatory framework, Infrastructure and equipment, Institutional procedures, Awareness-raising*

**Donor Agencies:** World Bank, United Nations Conference on Trade and Development

## Progress reported

The World Bank Group delivered a National Single Window Visioning Workshop in 2018 to create awareness and develop a single window vision statement, which specified the need to implement an electronic trade single window system. An NTFC-led TFA working group framework was developed, and a specific joint agency and industry single window working group was established to progress work on considerations for the implementation of a single window in Fiji.

The working group identified that there were immediate opportunities for other border agencies and industry to utilize the current capability of the Fiji Revenue and Customs Service (FRCS) cargo reporting and clearance modules. For example, the industry provided some manifest and clearance information digitally to FRCS, but in paper format to other agencies. The working group implemented a pilot project to enable the other agencies to access the manifest and clearance information via the FRCS ASYCUDA World system. This has resulted in reduced need for printing and submission of review of paper documents, and more importantly, has developed a cooperative mindset in the agencies and industry to seek further improvements in IT connectivity.

World Bank Group provided technical assistance with the planning for a Single Window Roadmap for Implementation through the provision of a Fiji Digitization Gap Analysis to inform the design and guide the implementation of the Fiji National Single Window (FNSW). The Digitization Gap Analysis Report was delivered to the Government in December 2023, when senior Government and Industry representatives were briefed on the concept and received the green light to go ahead. The report helped identify the critical gaps in preparation for connecting and automating all border agencies to participate and seamlessly integrate into a national single window system. As part of the next step towards the implementation, an integrated NSW solution for border processes and procedures will be developed.

Among border agencies, BAF is currently developing a web-based import permit application module that allows users to search for import regulatory requirements and submit permit applications online, and which will be linked to the Fiji Trade Information Portal (FJTIP). Once logged in, users will be able to track the status of their applications through a dedicated dashboard. The objective is to transition from the existing paper-based process to a fully digital system. The system is expected to be fully operational by early July 2025. While the primary focus has been on automating the permit system, enabling importers and customers to search for import requirements and apply for permits online, no integration with the ASYCUDA system was envisaged due to budget constraints.

The World Bank is also assisting with the identification of connectivity between systems, such as between ASYCUDA World and IPPC GeNS, which is used by Biosecurity Agency Fiji (BAF) to send and receive electronic phytosanitary certificates, and with the evaluation of a maritime single-entry portal for regulatory maritime reporting (International Maritime Organization Maritime Single Window).

Areas of assistance required:

Window Roadmap for Implementation, planning, and coordinating future Single Window implementation. This includes establishing the linkages with other border agency systems and the capacity for the current Fiji IT infrastructure to manage a Single Window.

**Legend**

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|---|---|---|---|---|---|
| C | Notified in Cat. C | Cp | Partially notified in C | E | Extension of time requested |
|  | Donor arrangement notified |  | Donor arrangement not yet notified | | |

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